

AWARD/CONTRACT								PAGE OF PAGES 1 5												
1. CONTRACT (Proc. Inst. Ident.) NO. DTFAAC-04-D-00129						2. EFFECTIVE DATE 10/01/2004		3. REQUISITION/PURCHASE REQUEST/PROJECT NO.												
4. ISSUED BY		CODE AMQ0310-ARC		5. ADMINISTERED BY (If other than Item 4)				CODE AMQ340-ARC												
AMQ-310 CONTRACTING TEAM FAA AERONAUTICAL CENTER PO BOX 25082 MPB ROOM 380 OKLAHOMA CITY OK 73125				AMQ-340 CONTRACT MANAGEMENT TEAM FAA AERONAUTICAL CENTER PO BOX 25082 MPB ROOM 369 OKLAHOMA CITY OK 73125																
6. NAME AND ADDRESS OF CONTRACTOR (No., Street, City, Country, State and ZIP Code) FITNEY BOWES GOVERNMENT SOLUTIONS SUITE 100 8000 CORPORATE DRIVE LANDOVER MD 20785-2239						7. DELIVERY <input type="checkbox"/> FOB ORIGIN <input checked="" type="checkbox"/> OTHER (See below) 8. DISCOUNT FOR PROMPT PAYMENT 9. SUBMIT INVOICES (4 copies unless otherwise specified) TO THE ADDRESS SHOWN IN: ITEM G.2														
CODE		FACILITY CODE																		
10. SHIP TO/MARK FOR		CODE A693272M		11. PAYMENT WILL BE MADE BY				CODE AAC												
693272 DOT/FAA/NACO/AVN-530 DISTRIBUTION DIVISION, SUITE 400 6303 IVY LANE GREENBELT MD 20770				FAA AAC DOT/FAA AMZ-100 PO BOX 25710 OKLAHOMA CITY OK 73125																
12. AUTHORITY FOR USING OTHER THAN FULL AND OPEN COMPETITION:						13. ACCOUNTING AND APPROPRIATION DATA See Schedule														
14A. ITEM		14B. SUPPLIES/SERVICES				14C. QTY		14D. UNIT		14E. UNIT PRICE		14F. AMOUNT								
		Continued...																		
14G. TOTAL AMOUNT OF CONTRACT						\$0.00														
15. TABLE OF CONTENTS																				
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X	B	SUPPLIES OR SERVICES AND PRICE/COST		1		PART III - LIST OF DOCUMENTS, EXHIBITS AND OTHER ATTACH.														
X	C	DESCRIPTION/SPECS./WORK STATEMENT		5		X	J	LIST OF ATTACHMENTS		1.5										
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X	E	INSPECTION AND ACCEPTANCE		5			K	REPRESENTATIONS, CERTIFICATIONS AND OTHER STATEMENTS OF OFFERORS												
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CONTRACTING OFFICER WILL COMPLETE ITEM 16 OR 17 AS APPLICABLE																				
16. <input checked="" type="checkbox"/> CONTRACTOR'S NEGOTIATED AGREEMENT (Contractor is required to sign this document and return 1 copies to issuing office.) Contractor agrees to furnish and deliver all items or perform all the services set forth or otherwise identified above and on any continuation sheets for the consideration stated herein. The rights and obligations of the parties to this contract shall be subject to and governed by the following documents: (a) this award/contract, (b) the solicitation, if any, and (c) such provisions, representations, certifications, and specifications, as are attached or incorporated by reference herein. (Attachments are listed herein.)							17. <input type="checkbox"/> AWARD (Contractor is not required to sign this document.) Your offer on Solicitation Number DTFAAC-04-R-00029 including the additions or changes made by you which additions or changes are set forth in full above, is hereby accepted as to the items listed above and on any continuation sheets. This award consummates the contract which consists of the following documents: (a) the Contract Authority's solicitation and your offer, and (b) this award/contract. No further contractual document is necessary.													
18A. NAME AND TITLE OF SIGNER (Type or print) Dennis Seisher, President PBGS Inc							18A. NAME OF CONTRACTING OFFICER Sandra M. Fink													
18B. NAME OF CONTRACTOR BY [Signature] (Signature of person authorized to sign)							18B. CONTRACT AUTHORITY BY [Signature] M Fink (Signature of the Contracting Officer)							18C. DATE SIGNED 9/22/04						
														18C. DATE SIGNED 09/22/2004						

CONTINUATION SHEET

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NAME OF OFFEROR OR CONTRACTOR

PITNEY BOWES GOVERNMENT SOLUTIONS

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
	Accepted as to items 0002 through 0011. \$1,604,963.46 This requirement is for the furnishing of warehousing, distribution, and support services necessary to support the National Aeronautical Charting Office Distribution Division (AVN 530). A one year indefinite delivery requirements type contract with a one-year option is contemplated. FOB: Destination Period of Performance: 10/01/2004 to 09/30/2006 BASE YEAR				
0001	Phase-In in accordance with provision H.4 Contract Award through 09/30/2004 Estimated Amount \$0.00 Accounting Info:				
0002	'Basic Operations to include warehousing distribution & support services in accordance with SOW 2.1, 2.2, 2.4, 2.5, 2.6, 2.8, 2.9, 2.10, 2.11, 2.17, 2.18 Amount \$667,263.96 Accounting Info:	12.00	MO	55,605.33	
0003	'Daily Order Fulfillment in accordance with SOW 2.12, 2.13, & 2.14 Estimated 152,000 orders per year Unit Price \$2.73 Estimated Amount \$415,383.24 Accounting Info:				
0004	'Skid Preparation in accordance with SOW 2.15 Estimated 450 Each Unit Price \$29.25 Estimated Amount \$13,162.50 Accounting Info:				
0005	'Mailing List per 1,000 envelopes = 1 lot in accordance with SOW 2.16 Estimated 220 lots per year Unit Price \$260.25 Estimated Amount \$57,255.00 Accounting Info: Continued ...				

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NAME OF OFFEROR OR CONTRACTOR

PITNEY BOWES GOVERNMENT SOLUTIONS

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
0006	'Generated Mailings per 1,000 envelopes = 1 lot in accordance with SOW 2.16 Estimated 200 lots per year Unit Price \$160.79 Estimated Amount \$32,158.00 Accounting Info:				
0007	'Duplicate Digital Items in accordance with SOW 2.19 Estimated 4500 Each per year Unit Price \$10.24 Estimated Amount \$46,080.00 Accounting Info:				
0008	'Printing Paper Delivery & Storage in accordance with SOW 2.3 Estimated 2400 pallets (Each) per year Unit Price \$73.98 Estimated Amount \$177,552.00 Accounting Info:				
0009	'Monthly Inventory in accordance with SOW 2.7 Amount \$76,521.60 Accounting Info:	12.00	MO	6,376.80	
0010	'Performance Incentive in accordance with SOW 1.16 Unit Price \$3,250.00 Accounting Info:				
0011	'Phase Out in accordance with provision H.5 option to be exercised at end of base year Amount \$116,337.16 Accounting Info: This requirement is for the furnishing of warehousing, distribution, and support services necessary to support the National Aeronautical Charting Office Distribution Division (AVN 530). OPTION YEAR I	1.00	MO	116,337.16	
0012	Basic Operations to include warehousing distribution & support services in accordance with SOW 2.1, 2.2, Continued ...	12.00	MO	55,961.40	

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NAME OF OFFEROR OR CONTRACTOR
PITNEY BOWES GOVERNMENT SOLUTIONS

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
	2.4, 2.5, 2.6, 2.8, 2.9, 2.10, 2.11, 2.17, 2.18 Amount: \$571,536.80 (Option Line Item) Accounting Info:				
0013	Daily Order Fulfillment in accordance with SOW 2.12, 2.13, & 2.14 Estimated 152,000 orders per year Unit Price \$2.73 Amount: \$415,383.24 (Option Line Item) Accounting Info:				
0014	Skid Preparation in accordance with SOW 2.15 Estimated 450 Each Unit Price \$29.25 Amount: \$13,162.50 (Option Line Item) Accounting Info:				
0015	Mailing List per 1,000 envelopes = 1 lot in accordance with SOW 2.16 Estimated 220 lots per year Unit Price \$260.25 Amount: \$57,255.00 (Option Line Item) Accounting Info:				
0016	Generated Mailings per 1,000 envelopes = 1 lot in accordance with SOW 2.16 Estimated 200 lots per year Unit Price \$160.79 Amount: \$32,158.00 (Option Line Item) Accounting Info:				
0017	Duplicate Digital Items in accordance with SOW 2.19 Estimated 4500 Each per year Unit Price \$10.24 Amount: \$46,080.00 (Option Line Item) Accounting Info:				
0018	Printing Paper Delivery & Storage in accordance with SOW 2.3 Estimated 2400 pallets (Each) per year Unit Price \$74.85 Amount: \$179,640.00 (Option Line Item) Accounting Info: Continued ...				

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NAME OF OFFEROR OR CONTRACTOR

PITNEY BOWES GOVERNMENT SOLUTIONS

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
0019	Monthly Inventory in accordance with SOW 2.7 Amount: \$76,521.60 (Option Line Item) Accounting Info:	12.00	MO	6,376.80	
0020	Performance Incentive in accordance with SOW 1.16 Unit Price \$3,250.00 Amount: \$3,250.00 (Option Line Item) Accounting Info:				
0021	Phase Out in accordance with provision H.5 Amount: \$116,337.16 (Option Line Item) Accounting Info: Total amount of award: \$3,216,287.76.	1.00	MO	116,337.16	

**PART I - SECTION C
SCOPE OF WORK**

STATEMENT OF WORK

C.1 See Statement of Work, attachment two.

**PART I - SECTION D
PACKAGING AND MARKING**

See Statement of Work Paragraphs 1.10, 1.11, 1.12, 1.13, and 1.14.

**PART I - SECTION E
INSPECTION AND ACCEPTANCE**

3.1-1 Clauses and Provisions Incorporated by Reference (September 2002)

This screening information request (SIR) or contract, as applicable, incorporates by reference one or more provisions or clauses listed below with the same force and effect as if they were given in full text. Upon request, the Contracting Officer will make the full text available, or offerors and contractors may obtain the full text via Internet at: <http://fast.faa.gov> (on this web page, select "Contract Writing/Clauses").

E.1 INSPECTION AND ACCEPTANCE AT DESTINATION (JAN 1997)

CLA.1908

- (a) Final inspection and acceptance shall be at destination.
- (b) Although source inspection by the Government is not anticipated under this contract, the provisions of this clause shall in no way be construed to limit the rights of the Government under the clause entitled:
3.10.4-4 Inspection of Services--Both Fixed-Price & Cost Reimbursement (April 1996)

**PART I - SECTION F
DELIVERIES OR PERFORMANCE**

F.1 CONTRACT PERIOD (JAN 1997)

CLA.1604

The effective period of this contract is 1 year from date of award and a one-year option, if exercised.

F.2 Performance

Performance completion dates will be specified on individual task/delivery orders(s) issued hereunder.

**PART I - SECTION G
CONTRACT ADMINISTRATION DATA**

G.1 OPTION TO EXTEND SERVICES (JAN 1997)**CLA.0116**

The Government may unilaterally exercise its option to extend the term of the contract for performance of specified services pursuant to Section I, AMS Clause 3.2.4-34, Option to Extend Services, by written notice to the contractor not later than the expiration date of the current contract period.

G.2 INVOICING PROCEDURES - GENERAL (JAN 2002)**CLA.0135**

(a) In addition to the requirements set forth at AMS Clause 3.3.1-17, Prompt Payment, for the submission of a proper invoice, the contractor shall submit a separate invoice for (1) each month of performance of services, or (2) those items of supplies furnished, as follows:

(1) The original to:

FAA, Mike Monroney Aeronautical Center
Financial Operations Division (AMZ-100)
P.O. Box 25710
Oklahoma City, OK 73125-4913

(2) One copy to:

FAA, Mike Monroney Aeronautical Center
Contract Management Team (AMQ-340)
P.O. Box 25082
Oklahoma City, OK 73125

(3) One copy to :

The FAA Contracting Officer Technical Representative (COTR) at the following address:
FAA AVN-530/NACO
Distribution Division
6303 Ivy Lane Suite 400
Greenbelt, MD 20770-1479

(b) Each invoice shall highlight the following information:

- (1) Contract number and applicable Delivery Order number.
- (2) Noun description of services and/or supplies, including applicable line item number(s) and quantity(s) that were provided.
- (3) Extended totals for invoiced quantities.

(c) All contractors invoicing services to the FAA in labor hours shall maintain on file, and submit when required for verification or audit, certified time logs showing a daily start and ending work times, the daily total of productive hours charged to the contract, a daily entry for any non-productive work-hours and cumulative totals for each pay period.

G.3 GOVERNMENT PROPERTY REPORTS (JAN 1997)

CLA.4528

(a) The Contractor shall prepare an annual report of Government property in its possession and the possession of its subcontractors.

(b) The report shall be submitted to the Contracting Officer not later than September 15 of each calendar year on Form DOT F 4220.43, Contractor Report of Government Property.

NOTICE: The following solicitation provisions and/or contract clauses pertinent to this section are hereby incorporated by reference:

3.3.1-25 Mandatory Information for Electronic Funds Transfer (EFT) Payment - Central Contractor Registration (CCR) (June 2001)

**PART I - SECTION H
SPECIAL CONTRACT REQUIREMENTS**

**H.1 AGREEMENT TO PARTICIPATE IN ALTERNATIVE
DISPUTE RESOLUTION (APRIL 1998)**

CLA.4540

(a) The Federal Aviation Administration encourages direct communications and negotiations between the contractor and the contracting officer in an attempt to resolve contract disputes. In those situations where the parties are not able to achieve resolution at the contracting officer level, the agency favors the use of alternative dispute resolution (ADR) techniques to resolve disputes.

(b) The parties hereby agree that, prior to referring a contract dispute to the Office of Disputes Resolution as described in contract clause 3.9.1-1 "Contract Disputes", the parties will discuss whether they are willing to utilize ADR techniques such as mediation or nonbinding evaluation of the dispute by a neutral party. Upon receipt of a contract dispute from the contractor, the contracting officer will explore with the contractor whether the use of ADR techniques would be appropriate to resolve the dispute. Both parties must agree that the use of such techniques is appropriate, and agree to fairly share the associated expenses. If the parties do not mutually agree to utilize ADR to resolve the dispute, the dispute will be processed in accordance with the procedures set forth in clause 3.9.1-1.

H.2 SKILL CATEGORY DESIGNATION (EXEMPT/NON-EXEMPT)

NOTICE: This document corresponds to AMS Clause 3.6.2-28, Service Contract Act of 1965, as Amended (April 1996), and to AMS Clause 3.6.2-30, Fair Labor Standards Act and Service Contract Act-Price Adjustment (Multiple Year and Option Contracts) (April 1996), and the U.S. Department of Labor Wage Determinations, Attachments 5a thru 5m, 5o and 5p. It must be completed by each offeror and returned as part of L.5, VOLUME III (Price/Cost).

This contract is subject to the Service Contract Act of 1965, as amended (41 U.S.C. 351 et seq.). Every service employee performing work under a service contract in excess of \$2,500 must be paid not less than the minimum prevailing wage rate and fringe benefits unless a specific exemption applies. The contractor must identify exempt/non-exempt skill categories below. Every non-exempt skill category should indicate the corresponding Department of Labor Occupation Title and Code.

H.2 Skill Category Designation (Exempt/Non-Exempt)

Discipline (Skill)	Department of Labor Occupation Title	Department of Labor Occupation Code	Exempt/Non-Exempt
(a) Project Manager	Project Manager	N/A	Exempt
(b) System Administrator	Computer Programmer IV	03074	Non-Exempt
(c) Supervisor	Secretary IV	01314	Non-Exempt
(d) Warehouse	Warehouse Specialist	21400	Non-Exempt
(e) Forklift Operator	Forklift Operator	21071	Non-Exempt
(f) Driver	Truck Driver - Heavy	31363	Non-Exempt
(g) Order Clerk	Order Clerk I	01191	Non-Exempt

**H.3 CONTRACT SHUTDOWN PROCEDURES PENDING
APPROPRIATIONS FOR NEW FISCAL YEAR (JAN 1997)**

CLA.1051

(a) In the event no continuing resolution or permanent appropriation is in place at the outset of the new fiscal year (FY), contractor employees are expected to report for their assigned duties the first workday of that new FY. Absent an appropriation, contract services that are determined by the Government to be non-essential will be shutdown as soon as practical. To implement the shutdown, the Contracting Officer may require the contractor to stop all, or any part, of the work called for under the contract pursuant to AMS clause 3.10.1-9, Stop-Work Order.

(b) This clause does not limit the Government's rights provided by AMS 3.10.6-4, Default, or AMS 3.10.6-1, Termination for Convenience of the Government, clause of the contract.

H.4 PHASE-IN PERIOD

From contract award through 09/30/2004, the contractor will establish and prepare a facility, obtain and install all equipment, obtain supplies and materials, integrate and program a computer system, test hardware, software, and related outputs, load, transport, and store items that are transferring from the current contractor, recruit and train employees, and begin transitional operations as directed by the COTR. The Contractor shall be required to fill and ship orders as stock is transferred to the contractor's control. Within the phase-in period the contractor shall be ready to receive stock. Also, within the phase-in period the contractor's facility shall be at full operational capability.

H.5 PHASE-OUT PERIOD

A contract Phase-Out period during and not to exceed the final month of the contract has been designated for the orderly reversion of operations from the contractor to FAA or an FAA designated agent.

Prior to the Phase-Out period, the Government may issue a new solicitation. During the solicitation period, the contractor will permit as many visits to the warehouse by potential bidders as deemed necessary by the Government, provided that the Government has made appointments for the visits and a Government representative accompanies the visitors at all times and, insofar as possible, the Government schedules visitors in groups to minimize interruptions.

If a new solicitation results in selection of a new contractor, the incumbent contractor shall permit additional visits by the new contractor under the same conditions as above. The number of visits the new contractor shall be permitted shall be at the sole discretion of the COTR.

The incumbent contractor will not be required to provide orientation and/or training to the new contractor; however, the incumbent contractor will be expected to maintain a professional decorum conducive to minimizing Phase-Out difficulties.

1. The incumbent contractor, acting in accordance with COTR direction, shall be responsible for neatly packing, and marking all materials to be transferred to the new contractor.
2. Large quantities of flat or folded items shall be neatly loaded, packaged on skids/pallets in the manner required elsewhere in the SOW. Small quantities of these items shall be packed in cartons that shall be marked to identify the content and quantity packed. An item packed in cartons shall not be mixed with any other item.
3. Precartoned items shall be loaded on skids/pallets. Loose publications or other items shall be packed in cartons and loaded on skids/pallets. Each carton shall be marked to identify the item and quantity packed in the carton.
4. The incumbent contractor shall move loaded skids/pallets to the loading dock area as directed by the COTR or other Government representatives.
5. The new contractor, acting in accordance with COTR direction, shall be provided access to load and transport materials that are to be transferred to the new facility. The new contractor shall provide all equipment necessary to load and transport items to the new facility.

H.6 TASK/DELIVERY ORDER PROCESSING

(a) The Contracting Officer shall issue request for quotation based on receipt of requirements from the requiring organizations and are within the scope of the original contract Statement of Work or Performance work statements. These request for additional task will be issued as necessary provided they are during the performance period of the contract. Concurrent accomplishment of more than one task at a time may be required. The contractor shall perform the tasks in the priority of when they were issued unless written approval is received from the Contracting Officer to deviate from the priority order.

(b) Task orders will be issued upon completion of the following sequence of actions:

- (1) The Contracting Officer will issue a request for quotation for the task proposal, with a copy of the Task Performance Work Statement attached.
- (2) Contractor will submit a task proposal to the Contracting Officer including:
 - (i) A milestone schedule. A "big picture" milestone chart showing each major task and activity
 - (ii) Proposed completion or delivery date.
 - (iii) Contractor's technical approach to the requirements stated in the task order and Quality assurance factors to be used.
 - (iv) Proposed travel costs if any are required.
 - (v) Price, if Completion Scope Firm-Fixed-Price or a Cost breakdown of the proposed labor hours and rates if the requirement is term scope/labor hour type task order.
- (3) Each task will be negotiated by the Contracting Officer and, when mutual agreement is reached, a task/delivery order will be issued.
- (4) The task/delivery order will be signed, dated and issued by the Contracting Officer. Each task/delivery order will contain the following information:
 - (i) An appropriate delivery order number and a reference to this contract number.
 - (ii) A description of the services to be performed presented in a Task Performance Work Statement format.
 - (iii) Any special requirements relating to the specific task to be performed.
 - (iv) Period of performance.
 - (v) Firm-Fixed-Price or Ceiling Price if labor hour type.

(c) The Contracting Officer may issue Task orders under this contract at any time within the term of this contract or any extension under the option clause. The contractor will be given a minimum of 5 workdays to commence work under any task order issued.

(d) Any completion-type task/delivery order (performance work statement must state a definite goal or target and specify an end product) issued during the term of this contract and not completed within that term shall be completed by the contractor within the term specified in the task/delivery order. The rights and obligations of the contractor and the FAA respecting that task/delivery order shall be completed during the effective term of this contract. This paragraph (e) does not apply to term or level-of-effort type task.

Content requirements. The contractor's proposal shall be prepared in accordance with the descriptions provided below:

(a) **Scope of Work.** The scope of work, which will be provided, by the contractor or subcontractor shall be described in detail for each line item (sub-item) in the task. The scope of work description shall include:

- Services to be performed.
- Tasks to be performed in order of performance.
- A milestone schedule for the project. This schedule shows the start and end points for the task and review of each deliverable specified in the Performance Work Statement (PWS).

(b) **Systematic Development of Training.** The contractors understanding of, and approach to, a systematic training development process shall be described to accomplish the tasks specified in the Performance Work Statement. This section of the proposal shall include performance of training analysis, Task and Skills Analysis, tractability and validation (if required by the FAA), design, development, implementation and evaluation (if required by the FAA) as each relates to the task in the Performance Work Statement.

(c) **Methodology.** The contractor's proposed method for determining the following aspects of each course shall be stated in the proposal:

- Estimated total product length in hours (if required by the FAA).
- Estimated time by instructional type and quantity in hours (if required by the FAA).
- Special tools, test equipment and other devices that are necessary to conduct training and are furnished by or arranged by the contractor (if required by the FAA).
- Materials, including any necessary technical or operational manuals furnished to each student and retained by the student, reference materials furnished to each student but not retained by the student.
- Any required instructor materials such as lesson plans or training aids.
- Any required software or firmware for delivery of the product, including recognizing instruction codes, writing programs, installing software and using diagnostic and/or utility routines.

Task order proposals shall be in written form with one (1) hard copies, furnished to the FAA Contracting Officer (CO).

PART II - SECTION I CONTRACT CLAUSES

3.2.4-16 Ordering (October 1996)

(a) Any supplies and services to be furnished under this contract shall be ordered by issuance of delivery orders or task orders by the individuals or activities designated in the Schedule. Such orders may be issued from Contract Award through the expiration of the contract including any options exercised.

(b) All delivery orders or task orders are subject to the terms and conditions of this contract. In the event of conflict between a delivery order or task order and this contract, the contract shall control.

(c) If mailed, a delivery order or task order is considered "issued" when the Government deposits the order in the mail. Orders may be issued orally, by facsimile, or by electronic commerce methods only if authorized in the Schedule.

(End of clause)

3.2.4-17 Order Limitations (October 1996)

- (a) Minimum order. When the Government requires supplies or services covered by this contract in an amount of less than 100 units the, the Government is not obligated to purchase, nor is the Contractor obligated to furnish, those supplies or services under the contract.
- (b) Maximum order. The Contractor is not obligated to honor-
- (1) Any order for a single item in excess of 152,000 orders for CLINs 0003 & 0013, 450 each skids 0004 & 0014, 220 lots for CLINs 0005 & 0015, 200 lots for CLINs 0006 and 0016, 4500 each for CLINs 0007 & 0017, 2400 pallets for CLINs 0008 & 0018.
- (2) Any order for a combination of items in excess of 152,000 orders for CLINs 0003 & 0013, 450 each skids 0004 & 0014, 220 lots for CLINs 0005 & 0015, 200 lots for CLINs 0006 and 0016, 4500 each for CLINs 0007 & 0017, 2400 pallets for CLINs 0008 & 0018; or
- (3) A series of orders from the same ordering office within 15 days that together call for quantities exceeding the limitation in subparagraph (1) or (2) above.
- (c) If this is a requirements contract, the Government is not required to order a part of any one requirement from the Contractor if that requirement exceeds the maximum-order limitations in paragraph (b) above.
- (d) Notwithstanding paragraphs (b) and (c) above, the Contractor shall honor any order exceeding the maximum order limitations in paragraph (b), unless that order (or orders) is returned to the ordering office within 30 days after issuance, with written notice stating the Contractor's intent not to ship the item (or items) called for and the reasons. Upon receiving this notice, the Government may acquire the supplies or services from another source.

(End of clause)

3.2.4-19 Requirements (October 1996)

- (a) This is a requirements contract for the supplies or services specified, and effective for the period stated, in the Schedule. The quantities of supplies or services specified in the "Schedule" are estimates only and are not purchased by this contract. Except as this contract may otherwise provide, if the Government's requirements do not result in orders in the quantities described as "estimated" or "maximum" in the Schedule, that fact shall not constitute the basis for an equitable price adjustment.
- (b) Delivery or performance shall be made only as authorized by orders issued in accordance with the Ordering clause. Subject to any limitations in the Order Limitations clause or elsewhere in this contract, the Contractor shall furnish to the Government all supplies or services specified in the "Schedule" and called for by orders issued in accordance with the Ordering clause. The Government may issue orders requiring delivery to multiple destinations or performance at multiple locations.
- (c) Except as this contract otherwise provides, the Government shall order from the Contractor all the supplies or services specified in the "Schedule" that are required to be purchased by the Government activity or activities specified in the "Schedule."
- (d) The Government is not required to purchase from the Contractor requirements in excess of any limit on total orders under this contract.
- (e) If the Government urgently requires delivery of any quantity of an item before the earliest date that delivery may be specified under this contract, and if the Contractor will not accept an order providing for the accelerated delivery, the Government may acquire the urgently required goods or services from another source.

(f) Any order issued during the effective period of this contract and not completed within that period shall be completed by the Contractor within the time specified in the order. The contract shall govern the Contractor's and Government's rights and obligations with respect to that order to the same extent as if the order were completed during the contract's effective period; provided, that the Contractor shall not be required to make any deliveries under this contract after the expiration date of the contract.

(End of clause)

3.2.4-34 Option to Extend Services (April 1996)

The Government may require continued performance of any services within the limits and at the rates specified in the contract. These rates may be adjusted only as a result of revisions to prevailing labor rates provided by the Secretary of Labor. The option provision may be exercised more than once, but the total extension of performance hereunder shall not exceed 6 months. The Contracting Officer may exercise the option by written notice to the Contractor within the period specified in the Schedule.

(End of clause)

3.2.4-35 Option to Extend the Term of the Contract (April 1996)

(a) The Government may extend the term of this contract by written notice to the Contractor within the present term of the contract; provided, that the Government shall give the Contractor a preliminary written notice of its intent to extend at least 60 days before the contract expires. The preliminary notice does not commit the Government to an extension.

(b) If the Government exercises this option, the extended contract shall be considered to include this option provision.

(c) The total duration of this contract, including the exercise of any options under this clause, shall not exceed 2 years 6 months.

(End of clause)

3.3.1-11 Availability of Funds for the Next Fiscal Year (April 1996)

Funds are not presently available for performance under this contract beyond September 30 of the current fiscal year. The FAA's obligation for performance of this contract beyond that date is contingent upon the availability of appropriated funds from which payment for contract purposes can be made. No legal liability on the part of the FAA for any payment may arise for performance under this contract beyond September 30 of the current fiscal year, until funds are made available to the Contracting Officer for performance and until the Contractor receives notice of availability, to be confirmed in writing by the Contracting Officer.

(End of clause)

3.6.2-29 Statement of Equivalent Rates for Federal Hires (April 1996)

In compliance with the Service Contract Act of 1965, as amended, and the regulations of the Secretary of Labor (29 CFR Part 4), this clause identifies the classes of service employees expected to be employed under the contract and states the wages and fringe benefits payable to each if they were employed by the contracting agency subject to the provisions of 5 U.S.C. 5341 or 5332. This Statement is for Information Only: It Is Not a Wage Determination

Employee class Monetary Wage-Fringe Benefits

Warehouseman	WG-5	\$15.62
Key Entry Operator I	GS-4	11.89
Peripheral Equipment Operator	GS-5	13.27

Driver Messenger	WG-5	15.62
File Clerk I	GS-4	11.89
Project Manager	GS-9	20.10
Computer Programmer II	GS-9	20.10
Computer Operator II	GS-5	13.27
General Clerk II	GS-4	11.89
Forklift Operator	WG-5	15.62
Truck Driver, Medium	WG-5	15.62
Shipping/Receiving Clerk	WG-1	12.41
Shipping /Packer	WG-1	12.41
Order Filler	WG-1	12.41
(End of clause)		

3.10.1-22 Contracting Officer's Technical Representative (July 1996)

(a) The Contracting Officer may designate other Government personnel (known as the Contracting Officer's Technical Representative) to act as his or her authorized representative for contract administration functions which do not involve changes to the scope, price, schedule, or terms and conditions of the contract. The designation will be in writing, signed by the Contracting Officer, and will set forth the authorities and limitations of the representative(s) under the contract. Such designation will not contain authority to sign contractual documents, order contract changes, modify contract terms, or create any commitment or liability on the part of the Government different from that set forth in the contract.

(b) The Contractor shall immediately contact the Contracting Officer if there is any question regarding the authority of an individual to act on behalf of the Contracting Officer under this contract.

(End of clause)

I.1 SAVE HARMLESS AND INDEMNITY AGREEMENT (JAN 1997)

CLA.3211

The contractor shall save and keep harmless and indemnify the Government against any and all liability, claims, and costs of whatsoever kind and nature of injury to or death of any person or persons and for loss or damage to any property (Government or otherwise) occurring in connection with or in any way incident to or arising out of the occupancy, use, service, operations, or performance of work in connection with this contract, resulting from the negligent acts, fault or omissions of the contractor, any subcontractor, or any employee, agent, or representative of the contractor or any subcontractor.

I.2 LIABILITY INSURANCE (JAN 1997)

CLA.3212

(a) Pursuant to AMS 3.4.1-10, Insurance—Work on a Government Installation, the insurance required of the contract during contract performance is:

(1) Workers' compensation and employer's liability as required by applicable Federal and Oklahoma State workers' compensation and occupational disease statutes. Employer's liability coverage shall be not less than \$100,000.

(2) General liability coverage written on the comprehensive form of policy providing limits of liability for bodily injury of not less than \$500,000 for each occurrence and property damage limits of liability of not less than \$100,000 for each accident.

(3) Automobile liability (applicable to vehicles used in connection with contract performance) written on the comprehensive form of policy providing coverage of at least \$200,000 per person and \$500,000 per occurrence for bodily injury and \$100,000 per occurrence for property damage.

(b) The policy shall name "The United States of America, acting by and through the Federal Aviation Administration" as an additional insured with respect to operations performed under this contract.

(c) The policy shall include the following provision: "It is a condition of this policy that the insurer shall furnish written notice to the Federal Aviation Administration (certificate holder) 30 days in advance of any reduction in or cancellation of this policy."

(d) Certificate holder address:

FAA
 Mike Monroney Aeronautical Center (AMQ-340)
 P. O. Box 25082
 Oklahoma City, OK 73125

(e) At any time during contract performance and upon request of the Contracting Officer, the contractor shall provide a certified true copy of the liability policy and manually countersigned endorsements of any changes thereto.

NOTICE: The following solicitation provisions and/or contract clauses pertinent to this section are hereby incorporated by reference:

- 3.1.8-1 Cancellation, Recission, and Recovery of Funds for Illegal or Improper Activity (September 2000)
- 3.1.8-2 Price or Fee Adjustment for Illegal or Improper Activity (September 2000)
- 3.2.2.3-26 Price Reduction for Defective Cost or Pricing Data--Modifications (April 1996)
- 3.2.2.3-28 Subcontractor Cost or Pricing Data--Modifications (April 1996)
- 3.2.2.3-29 Integrity of Unit Prices (April 1996)
- 3.2.2.3-33 Order of Precedence (January 1999)
- 3.2.2.7-6 Protecting the Government's Interest when Subcontracting with Contractors Debarred, Suspended, or Proposed for Debarment (April 1996)
- 3.2.4-34 Option to Extend Services (April 1996)
- 3.2.5-1 Officials Not to Benefit (April 1996)
- 3.2.5-3 Gratuities or Gifts (January 1999)
- 3.2.5-4 Contingent Fees (October 1996)
- 3.2.5-5 Anti-Kickback Procedures (October 1996)
- 3.2.5-7 Disclosure Regarding Payments to Influence Certain Federal Transactions (June 1999)
- 3.2.5-8 Whistleblower Protection for Contractor Employees (April 1996)
- 3.3.1-1 Payments (April 1996)
- 3.3.1-9 Interest (April 1996)
- 3.3.1-15 Assignment of Claims (April 1996)
- 3.3.1-17 Prompt Payment (January 2003)
- 3.3.2-1 FAA Cost Principles (October 1996)
- 3.4.1-10 Insurance--Work on a Government Installation (July 1996)
- 3.4.2-8 Federal, State, and Local Taxes--Fixed Price Contract (April 1996)
- 3.6.1-3 Utilization of Small, Small Disadvantaged, Women-Owned, and Service-Disabled Veteran Owned Small Business Concerns (September 2001)
- 3.6.1-4 Small, Small Disadvantaged, Women-Owned and Service-Disabled Veteran Owned Small Business Subcontracting Plan (September 2001)
- 3.6.2-1 Contract Work Hours and Safety Standards Act--Overtime Compensation (September 2003)
- 3.6.2-2 Convict Labor (April 1996)
- 3.6.2-5 Certification of Nonsegregated Facilities (April 1996)
- 3.6.2-9 Equal Opportunity (August 1998)
- 3.6.2-12 Affirmative Action for Special Disabled and Vietnam Era Veterans (January 1998)
- 3.6.2-13 Affirmative Action for Workers With Disabilities (April 2000)
- 3.6.2-14 Employment Reports on Special Disabled Veterans and Veterans of Vietnam Era (January 1998)
- 3.6.2-16 Notice to the Government of Labor Disputes (April 1996)
- 3.6.2-28 Service Contract Act of 1965, as Amended (April 1996)
- 3.6.2-30 Fair Labor Standards Act and Service Contract Act--Price Adjustment (Multiple Year and Option Contracts) (April 1996)
- 3.6.3-2 Clean Air and Clean Water (April 1996)
- 3.6.3-7 Waste Reduction Program (August 1998)
- 3.6.3-11 Toxic Chemical Release Reporting (August 1998)
- 3.6.3-16 Drug Free Workplace (January 2004)
- 3.6.4-2 Buy American Act--Supplies (July 1996)
- 3.8.2-11 Continuity of Services (April 1996)
- 3.9.1-1 Contract Disputes (November 2002)

3.9.1-2 Protest After Award (August 1997)
 3.10.1-7 Bankruptcy (April 1996)
 3.10.1-9 Stop-Work Order (October 1996)
 3.10.1-11 Government Delay of Work (April 1996)
 3.10.1-12 Changes--Fixed-Price (April 1996)
 3.10.1-12/alt1 Changes--Fixed-Price Alternate I (April 1996)
 3.10.2-1 Subcontracts (Fixed-Price Contracts) (April 1996)
 3.10.3-1 Definitions (April 2004)
 3.10.3-2 Government Property - Basic Clause (April 2004)
 3.10.3-2/alt1 Government Property - Basic Clause Alternate I (April 2004)
 3.10.6-1 Termination for Convenience of the Government (Fixed Price) (October 1996)
 3.10.6-4 Default (Fixed-Price Supply and Service) (October 1996)
 3.10.6-7 Excusable Delays (October 1996)
 3.13-5 Seat Belt Use by Contractor Employees (January 1999)

PART III - SECTION J
LIST OF ATTACHMENTS

<u>ATTACHMENT</u>	<u>TITLE</u>	<u>DATE</u>	<u>NO. OF PAGES</u>
Attachment 1	Department of Labor		
	Wage Determination 1994-2247	06/08/2004	9
Attachment 2	Statement of Work		33

94-2247 MD, BALTIMORE

06/08/04

FOR OFFICIAL USE ONLY BY FEDERAL AGENCIES PARTICIPATING IN MOU WITH DOI

WASHINGTON D.C. 20210

William W. Gross
DirectorDivision of
Wage Determinations

Wage Determination No.: 1994-2247

Revision No.: 25

Date Of Last Revision: 05/27/2004

State: Maryland

Area: Maryland Counties of Anne Arundel, Baltimore, Baltimore City, Carroll,
Harford, Howard

Fringe Benefits Required Follow the Occupational Listing

OCCUPATION CODE - TITLE

MINIMUM WAGE RATE

01000 - Administrative Support and Clerical Occupations	
01011 - Accounting Clerk I	11.73
01012 - Accounting Clerk II	12.75
01013 - Accounting Clerk III	14.49
01014 - Accounting Clerk IV	16.50
01030 - Court Reporter	16.50
01050 - Dispatcher, Motor Vehicle	16.50
01060 - Document Preparation Clerk	12.24
01070 - Messenger (Courier)	9.80
01090 - Duplicating Machine Operator	12.24
01110 - Film/Tape Librarian	12.86
01115 - General Clerk I	9.99
01116 - General Clerk II	12.21
01117 - General Clerk III	14.07
01118 - General Clerk IV	15.52
01120 - Housing Referral Assistant	18.41
01131 - Key Entry Operator I	11.73
01132 - Key Entry Operator II	12.75
01191 - Order Clerk I	13.92
01192 - Order Clerk II	15.95
01261 - Personnel Assistant (Employment) I	13.16
01262 - Personnel Assistant (Employment) II	14.75
01263 - Personnel Assistant (Employment) III	17.05
01264 - Personnel Assistant (Employment) IV	18.97
01270 - Production Control Clerk	17.82
01290 - Rental Clerk	14.49
01300 - Scheduler, Maintenance	15.26
01311 - Secretary I	15.26
01312 - Secretary II	16.56
01313 - Secretary III	18.41
01314 - Secretary IV	20.52
01315 - Secretary V	23.22
01320 - Service Order Dispatcher	14.76
01341 - Stenographer I	14.69
01342 - Stenographer II	16.46
01400 - Supply Technician	20.52
01420 - Survey Worker (Interviewer)	14.94
01460 - Switchboard Operator-Receptionist	10.65
01510 - Test Examiner	16.43
01520 - Test Proctor	16.43

ATTACHMENT 1

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01531 - Travel Clerk I	9.86
01532 - Travel Clerk II	10.75
01533 - Travel Clerk III	11.73
01611 - Word Processor I	12.75
01612 - Word Processor II	14.49
01613 - Word Processor III	16.50
03000 - Automatic Data Processing Occupations	
03010 - Computer Data Librarian	14.08
03041 - Computer Operator I	14.49
03042 - Computer Operator II	16.50
03043 - Computer Operator III	18.73
03044 - Computer Operator IV	20.52
03045 - Computer Operator V	23.22
03071 - Computer Programmer I (1)	18.15
03072 - Computer Programmer II (1)	23.33
03073 - Computer Programmer III (1)	27.62
03074 - Computer Programmer IV (1)	27.62
03101 - Computer Systems Analyst I (1)	27.62
03102 - Computer Systems Analyst II (1)	27.62
03103 - Computer Systems Analyst III (1)	27.62
03160 - Peripheral Equipment Operator	14.49
05000 - Automotive Service Occupations	
05005 - Automotive Body Repairer, Fiberglass	18.28
05010 - Automotive Glass Installer	15.81
05040 - Automotive Worker	15.81
05070 - Electrician, Automotive	17.00
05100 - Mobile Equipment Servicer	14.61
05130 - Motor Equipment Metal Mechanic	17.00
05160 - Motor Equipment Metal Worker	15.81
05190 - Motor Vehicle Mechanic	17.00
05220 - Motor Vehicle Mechanic Helper	14.01
05250 - Motor Vehicle Upholstery Worker	15.81
05280 - Motor Vehicle Wrecker	15.81
05310 - Painter, Automotive	16.35
05340 - Radiator Repair Specialist	15.81
05370 - Tire Repairer	13.77
05400 - Transmission Repair Specialist	17.00
07000 - Food Preparation and Service Occupations	
(not set) - Food Service Worker	9.16
07010 - Baker	11.44
07041 - Cook I	10.92
07042 - Cook II	11.85
07070 - Dishwasher	9.70
07130 - Meat Cutter	14.05
07250 - Waiter/Waitress	8.09
09000 - Furniture Maintenance and Repair Occupations	
09010 - Electrostatic Spray Painter	15.95
09040 - Furniture Handler	13.31
09070 - Furniture Refinisher	15.95
09100 - Furniture Refinisher Helper	13.66
09110 - Furniture Repairer, Minor	14.81
09130 - Upholsterer	15.95
11030 - General Services and Support Occupations	
11030 - Cleaner, Vehicles	9.35
11060 - Elevator Operator	9.23
11090 - Gardener	11.82
11121 - House Keeping Aid I	9.64
11122 - House Keeping Aid II	10.14
11150 - Janitor	9.22
11210 - Laborer, Grounds Maintenance	10.65

11240 - Maid or Houseman	9.64
11270 - Pest Controller	12.02
11300 - Refuse Collector	10.14
11330 - Tractor Operator	11.59
11360 - Window Cleaner	9.80
12000 - Health Occupations	
12020 - Dental Assistant	14.07
12040 - Emergency Medical Technician (EMT)/Paramedic/Ambulance Driver	14.14
12071 - Licensed Practical Nurse I	16.10
12072 - Licensed Practical Nurse II	18.15
12073 - Licensed Practical Nurse III	19.92
12100 - Medical Assistant	12.11
12130 - Medical Laboratory Technician	15.28
12160 - Medical Record Clerk	12.76
12190 - Medical Record Technician	15.20
12221 - Nursing Assistant I	9.30
12222 - Nursing Assistant II	10.45
12223 - Nursing Assistant III	11.23
12224 - Nursing Assistant IV	12.61
12250 - Pharmacy Technician	12.45
12280 - Phlebotomist	12.61
12311 - Registered Nurse I	24.92
12312 - Registered Nurse II	28.66
12313 - Registered Nurse II, Specialist	28.66
12314 - Registered Nurse III	32.86
12315 - Registered Nurse III, Anesthetist	32.86
12316 - Registered Nurse IV	37.79
13000 - Information and Arts Occupations	
13002 - Audiovisual Librarian	21.30
13011 - Exhibits Specialist I	17.60
13012 - Exhibits Specialist II	23.33
13013 - Exhibits Specialist III	25.14
13041 - Illustrator I	17.60
13042 - Illustrator II	23.33
13043 - Illustrator III	25.14
13047 - Librarian	23.59
13050 - Library Technician	15.47
13071 - Photographer I	14.17
13072 - Photographer II	17.18
13073 - Photographer III	21.29
13074 - Photographer IV	22.85
13075 - Photographer V	27.63
15000 - Laundry, Dry Cleaning, Pressing and Related Occupations	
15010 - Assembler	7.40
15030 - Counter Attendant	7.40
15040 - Dry Cleaner	9.84
15070 - Finisher, Flatwork, Machine	7.40
15090 - Presser, Hand	7.40
15100 - Presser, Machine, Drycleaning	7.40
15130 - Presser, Machine, Shirts	7.40
15160 - Presser, Machine, Wearing Apparel, Laundry	7.40
15190 - Sewing Machine Operator	10.67
15220 - Tailor	11.47
15250 - Washer, Machine	8.23
19000 - Machine Tool Operation and Repair Occupations	
19010 - Machine-Tool Operator (Toolroom)	18.63
19040 - Tool and Die Maker	22.83
21000 - Material Handling and Packing Occupations	
21010 - Fuel Distribution System Operator	16.99
21020 - Material Coordinator	17.56

21030 - Material Expediter	17.56
21040 - Material Handling Laborer	12.72
21050 - Order Filler	11.90
21071 - Forklift Operator	14.73
21080 - Production Line Worker (Food Processing)	14.73
21100 - Shipping/Receiving Clerk	12.80
21130 - Shipping Packer	13.57
21140 - Store Worker I	12.38
21150 - Stock Clerk (Shelf Stocker; Store Worker II)	14.77
21210 - Tools and Parts Attendant	16.51
21400 - Warehouse Specialist	15.11
23000 - Mechanics and Maintenance and Repair Occupations	
23010 - Aircraft Mechanic	21.99
23040 - Aircraft Mechanic Helper	18.03
23050 - Aircraft Quality Control Inspector	22.76
23060 - Aircraft Servicer	19.68
23070 - Aircraft Worker	20.49
23100 - Appliance Mechanic	18.83
23120 - Bicycle Repairer	13.77
23125 - Cable Splicer	24.70
23130 - Carpenter, Maintenance	17.40
23140 - Carpet Layer	16.96
23160 - Electrician, Maintenance	21.27
23181 - Electronics Technician, Maintenance I	16.60
23182 - Electronics Technician, Maintenance II	20.02
23183 - Electronics Technician, Maintenance III	20.76
23260 - Fabric Worker	16.29
23290 - Fire Alarm System Mechanic	19.43
23310 - Fire Extinguisher Repairer	15.91
23340 - Fuel Distribution System Mechanic	19.54
23370 - General Maintenance Worker	15.42
23400 - Heating, Refrigeration and Air Conditioning Mechanic	16.58
23430 - Heavy Equipment Mechanic	18.38
23440 - Heavy Equipment Operator	19.29
23460 - Instrument Mechanic	18.53
23470 - Laborer	12.97
23500 - Locksmith	17.09
23530 - Machinery Maintenance Mechanic	18.46
23550 - Machinist, Maintenance	16.62
23580 - Maintenance Trades Helper	13.66
23640 - Millwright	19.64
23700 - Office Appliance Repairer	17.86
23740 - Painter, Aircraft	18.16
23760 - Painter, Maintenance	17.02
23790 - Pipefitter, Maintenance	21.25
23800 - Plumber, Maintenance	19.11
23820 - Pneudraulic Systems Mechanic	18.53
23850 - Rigger	18.49
23870 - Scale Mechanic	17.21
23890 - Sheet-Metal Worker, Maintenance	16.58
23910 - Small Engine Mechanic	15.42
23930 - Telecommunication Mechanic I	16.96
23931 - Telecommunication Mechanic II	18.83
23950 - Telephone Lineman	16.58
23960 - Welder, Combination, Maintenance	16.58
23965 - Well Driller	17.12
23970 - Woodcraft Worker	18.59
23980 - Woodworker	14.98
24000 - Personal Needs Occupations	
24570 - Child Care Attendant	9.56

24580 - Child Care Center Clerk	
24600 - Chore Aid	13.70
24630 - Homemaker	8.73
25000 - Plant and System Operation Occupations	12.95
25010 - Boiler Tender	
25040 - Sewage Plant Operator	22.04
25070 - Stationary Engineer	19.43
25190 - Ventilation Equipment Tender	22.04
25210 - Water Treatment Plant Operator	15.19
27000 - Protective Service Occupations	19.00
(not set) - Police Officer	
27004 - Alarm Monitor	22.74
27006 - Corrections Officer	15.12
27010 - Court Security Officer	17.59
27040 - Detention Officer	20.31
27070 - Firefighter	18.29
27101 - Guard I	20.59
27102 - Guard II	10.81
28000 - Stevedoring/Longshoremen Occupations	15.15
28010 - Blocker and Bracer	
28020 - Hatch Tender	18.59
28030 - Line Handler	18.59
28040 - Stevedore I	18.59
28050 - Stevedore II	17.26
29000 - Technical Occupations	18.59
21150 - Graphic Artist	
29010 - Air Traffic Control Specialist, Center (2)	22.09
29011 - Air Traffic Control Specialist, Station (2)	30.83
29012 - Air Traffic Control Specialist, Terminal (2)	21.26
29023 - Archeological Technician I	23.42
29024 - Archeological Technician II	15.57
29025 - Archeological Technician III	18.33
29030 - Cartographic Technician	23.33
29035 - Computer Based Training (CBT) Specialist/ Instructor	23.33
29040 - Civil Engineering Technician	27.80
29061 - Drafter I	22.39
29062 - Drafter II	12.73
29063 - Drafter III	15.10
29064 - Drafter IV	18.76
29081 - Engineering Technician I	23.33
29082 - Engineering Technician II	17.05
29083 - Engineering Technician III	18.84
29084 - Engineering Technician IV	21.16
29085 - Engineering Technician V	25.53
29086 - Engineering Technician VI	29.99
29090 - Environmental Technician	35.59
29100 - Flight Simulator/Instructor (Pilot)	20.52
29160 - Instructor	30.20
29210 - Laboratory Technician	21.50
29240 - Mathematical Technician	18.09
29361 - Paralegal/Legal Assistant I	22.61
29362 - Paralegal/Legal Assistant II	18.39
29363 - Paralegal/Legal Assistant III	21.41
29364 - Paralegal/Legal Assistant IV	26.17
29390 - Photooptics Technician	31.65
29480 - Technical Writer	22.61
29491 - Unexploded Ordnance (UXO) Technician I	27.15
29492 - Unexploded Ordnance (UXO) Technician II	19.59
29493 - Unexploded Ordnance (UXO) Technician III	23.71
29494 - Unexploded (UXO) Safety Escort	28.41
	19.59

29495 - Unexploded (UXO) Sweep Personnel	19.59
29620 - Weather Observer, Senior (3)	21.07
29621 - Weather Observer, Combined Upper Air and Surface Programs (3)	18.95
29622 - Weather Observer, Upper Air (3)	18.95
31000 - Transportation/ Mobile Equipment Operation Occupations	
31030 - Bus Driver	15.95
31260 - Parking and Lot Attendant	10.80
31290 - Shuttle Bus Driver	14.37
31300 - Taxi Driver	10.60
31361 - Truckdriver, Light Truck	14.37
31362 - Truckdriver, Medium Truck	14.98
31363 - Truckdriver, Heavy Truck	16.76
31364 - Truckdriver, Tractor-Trailer	16.76
99000 - Miscellaneous Occupations	
99020 - Animal Caretaker	9.46
99030 - Cashier	8.71
99041 - Carnival Equipment Operator	8.55
99042 - Carnival Equipment Repairer	8.89
99043 - Carnival Worker	7.48
99050 - Desk Clerk	9.16
99095 - Embalmer	21.22
99300 - Lifeguard	9.80
99310 - Mortician	20.84
99350 - Park Attendant (Aide)	12.29
99400 - PhotoFinishing Worker (Photo Lab Tech., Darkroom Tech)	9.80
99500 - Recreation Specialist	14.42
99510 - Recycling Worker	11.59
99610 - Sales Clerk	9.80
99620 - School Crossing Guard (Crosswalk Attendant)	10.52
99630 - Sport Official	8.51
99658 - Survey Party Chief (Chief of Party)	16.47
99659 - Surveying Technician (Instr. Person/Surveyor Asst./Instr.)	13.70
99660 - Surveying Aide	8.97
99690 - Swimming Pool Operator	11.78
99720 - Vending Machine Attendant	10.47
99730 - Vending Machine Repairer	11.78
99740 - Vending Machine Repairer Helper	10.47

ALL OCCUPATIONS LISTED ABOVE RECEIVE THE FOLLOWING BENEFITS:

HEALTH & WELFARE: \$2.59 an hour or \$103.60 a week or \$448.93 a month

VACATION: 2 weeks paid vacation after 1 year of service with a contractor or successor; 3 weeks after 8 years, and 4 weeks after 15 years. Length of service includes the whole span of continuous service with the present contractor or successor, wherever employed, and with the predecessor contractors in the performance of similar work at the same Federal facility. (Reg. 29 CFR 4.173)

HOLIDAYS: A minimum of ten paid holidays per year: New Year's Day, Martin Luther King Jr.'s Birthday, Washington's Birthday, Memorial Day, Independence Day, Labor Day, Columbus Day, Veterans' Day, Thanksgiving Day, and Christmas Day. (A contractor may substitute for any of the named holidays another day off with pay in accordance with a plan communicated to the employees involved.) (See 29 CFR 4.174)

THE OCCUPATIONS WHICH HAVE PARENTHESES AFTER THEM RECEIVE THE FOLLOWING BENEFITS (as numbered):

- 1) Does not apply to employees employed in a bona fide executive, administrative,

ATTACHMENT I

or professional capacity as defined and delineated in 29 CFR 541. (See CFR 4.156)

2) APPLICABLE TO AIR TRAFFIC CONTROLLERS ONLY - NIGHT DIFFERENTIAL: An employee is entitled to pay for all work performed between the hours of 6:00 P.M. and 6:00 A.M. at the rate of basic pay plus a night pay differential amounting to 10 percent of the rate of basic pay.

3) WEATHER OBSERVERS - NIGHT PAY & SUNDAY PAY: If you work at night as part of a regular tour of duty, you will earn a night differential and receive an additional 10% of basic pay for any hours worked between 6pm and 6am. If you are a full-time employee (40 hours a week) and Sunday is part of your regularly scheduled workweek, you are paid at your rate of basic pay plus a Sunday premium of 25% of your basic rate for each hour of Sunday work which is not overtime (i.e. occasional work on Sunday outside the normal tour of duty is considered overtime work).

HAZARDOUS PAY DIFFERENTIAL: An 8 percent differential is applicable to employees employed in a position that represents a high degree of hazard when working with or in close proximity to ordnance, explosives, and incendiary materials. This includes work such as screening, blending, dying, mixing, and pressing of sensitive ordnance, explosives, and pyrotechnic compositions such as lead azide, black powder and photoflash powder. All dry-house activities involving propellants or explosives. Demilitarization, modification, renovation, demolition, and maintenance operations on sensitive ordnance, explosives and incendiary materials. All operations involving regrading and cleaning of artillery ranges.

A 4 percent differential is applicable to employees employed in a position that represents a low degree of hazard when working with, or in close proximity to ordnance, (or employees possibly adjacent to) explosives and incendiary materials which involves potential injury such as laceration of hands, face, or arms of the employee engaged in the operation, irritation of the skin, minor burns and the like; minimal damage to immediate or adjacent work area or equipment being used. All operations involving, unloading, storage, and hauling of ordnance, explosive, and incendiary ordnance material other than small arms ammunition. These differentials are only applicable to work that has been specifically designated by the agency for ordnance, explosives, and incendiary material differential pay.

** UNIFORM ALLOWANCE **

If employees are required to wear uniforms in the performance of this contract (either by the terms of the Government contract, by the employer, by the state or local law, etc.), the cost of furnishing such uniforms and maintaining (by laundering or dry cleaning) such uniforms is an expense that may not be borne by an employee where such cost reduces the hourly rate below that required by the wage determination. The Department of Labor will accept payment in accordance with the following standards as compliance:

The contractor or subcontractor is required to furnish all employees with an adequate number of uniforms without cost or to reimburse employees for the actual cost of the uniforms. In addition, where uniform cleaning and maintenance is made the responsibility of the employee, all contractors and subcontractors subject to this wage determination shall (in the absence of a bona fide collective bargaining agreement providing for a different amount, or the furnishing of contrary affirmative proof as to the actual cost), reimburse all employees for such cleaning and maintenance at a rate of \$3.35 per week (or \$.67 cents per day). However, in those instances where the uniforms furnished are made of "wash and wear" materials, may be routinely washed and dried with other personal garments, and do not require any special treatment such as dry cleaning, daily washing, or commercial laundering in order to meet the cleanliness or appearance standards set by the terms of the Government contract, by the contractor, by law, or by the nature of the work, there is no requirement that employees be reimbursed for uniform maintenance costs.

ATTACHMENT /

PAGE NO. 7 DE 9 8/6/2004

** NOTES APPLYING TO THIS WAGE DETERMINATION **

Source of Occupational Title and Descriptions:

The duties of employees under job titles listed are those described in the "Service Contract Act Directory of Occupations," Fourth Edition, January 1993, as amended by the Third Supplement, dated March 1997, unless otherwise indicated. This publication may be obtained from the Superintendent of Documents, at 202-783-3238, or by writing to the Superintendent of Documents, U.S. Government Printing Office, Washington, D.C. 20402. Copies of specific job descriptions may also be obtained from the appropriate contracting officer.

REQUEST FOR AUTHORIZATION OF ADDITIONAL CLASSIFICATION AND WAGE RATE (Standard Form 1444 (SF 1444))

Conformance Process:

The contracting officer shall require that any class of service employee which is not listed herein and which is to be employed under the contract (i.e., the work to be performed is not performed by any classification listed in the wage determination), be classified by the contractor so as to provide a reasonable relationship (i.e., appropriate level of skill comparison) between such unlisted classifications and the classifications listed in the wage determination. Such conformed classes of employees shall be paid the monetary wages and furnished the fringe benefits as are determined. Such conforming process shall be initiated by the contractor prior to the performance of contract work by such unlisted class(es) of employees. The conformed classification, wage rate, and/or fringe benefits shall be retroactive to the commencement date of the contract. {See Section 4.6 (C)(vi)} When multiple wage determinations are included in a contract, a separate SF 1444 should be prepared for each wage determination to which a class(es) is to be conformed.

The process for preparing a conformance request is as follows:

- 1) When preparing the bid, the contractor identifies the need for a conformed occupation(s) and computes a proposed rate(s).
- 2) After contract award, the contractor prepares a written report listing in order proposed classification title(s), a Federal grade equivalency (FGE) for each proposed classification(s), job description(s), and rationale for proposed wage rate(s), including information regarding the agreement or disagreement of the authorized representative of the employees involved, or where there is no authorized representative, the employees themselves. This report should be submitted to the contracting officer no later than 30 days after such unlisted class(es) of employees performs any contract work.
- 3) The contracting officer reviews the proposed action and promptly submits a report of the action, together with the agency's recommendations and pertinent information including the position of the contractor and the employees, to the Wage and Hour Division, Employment Standards Administration, U.S. Department of Labor, for review. (See section 4.6(b)(2) of Regulations 29 CFR Part 4).
- 4) Within 30 days of receipt, the Wage and Hour Division approves, modifies, or disapproves the action via transmittal to the agency contracting officer, or notifies the contracting officer that additional time will be required to process the request.
- 5) The contracting officer transmits the Wage and Hour decision to the contractor.

6) The contractor informs the affected employees.

Information required by the Regulations must be submitted on SF 1444 or bond paper.

When preparing a conformance request, the "Service Contract Act Directory of Occupations" (the Directory) should be used to compare job definitions to insure that duties requested are not performed by a classification already listed in the wage determination. Remember, it is not the job title, but the required tasks that determine whether a class is included in an established wage determination. Conformances may not be used to artificially split, combine, or subdivide classifications listed in the wage determination.

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Glossary

ADS	Aeronautical Data Sheet
ASMD	Airport Safety Modeling Data
CBL	Commercial Bill of Lading
CD	Compact Disk
DAICD	Digital Aeronautical Information Compact Disk
FTP	File Transfer Protocol
NACO	National Aeronautical Charting Office
NFD	National Flight Database
NGA	National Geospatial - Intelligence Agency
NOAA/CS	National Oceanic Atmospheric Administration Office of Coast Survey
NOAA/GS	National Oceanic Atmospheric Administration Office of Geodetic Survey
NOS	National Oceanic Service
OC	Airport Obstruction Chart
ODS	Obstruction Data Sheet
SOW	Statement Of Work

STATEMENT OF WORK
WAREHOUSING, DISTRIBUTION, AND SUPPORT SERVICES CONTRACT

FEDERAL AVIATION ADMINISTRATION
NATIONAL AERONAUTICAL CHARTING OFFICE
DISTRIBUTION DIVISION

1. GENERAL

The Federal Aviation Administration (FAA), National Aeronautical Charting Office (NACO), Distribution Division is responsible for the storage, sale, and timely distribution of periodical navigational maps, charts, publications, and related materials.

This includes, but is not limited to:

1. Receiving, storing, conducting inventories, and removing obsolete items from inventory.
2. Generating order invoices and shipping labels from electronically transmitted data.
3. Picking, packaging, marking, labeling, metering, and shipping orders.
4. Inserting and mailing agent statements, subscription renewals, credit memos, and miscellaneous items.
5. Duplicating Compact Disks (CD) s and DVDs of selected items.
6. Generating and mailing agent statements, subscription renewals, credit memos, and miscellaneous items from digital ASCII or POSTSCRIPT files.
7. Preparing skids/pallets for shipment.
8. Picking up, receiving and transporting printing paper (as required), printed charts, other materials, and instructions.
9. Preparing reports and maintaining records of receiving, inventory, mailing, shipping, and other warehouse activities.
10. Electronically transmitting confirmation of shipment and package tracking data.

1.1 CONTRACT RESPONSIBILITIES

The contractor will be required to meet rigid schedules for contract activities and to perform all contract requirements without delay, interruption, or regard to workload.

Timely and accurate distribution of periodical aeronautical and nautical charts and publications, and related material is critical to the safety and control of domestic and international airspace and waterway systems. Failure to fill orders exactly and/or meet shipping deadlines, jeopardizes navigational safety, creates hazards to life and property, and may result in liability claims against the Government.

1.2 CUSTOMER BASE

The customer base consists of approximately 3,500 domestic and international sales agents, 17,500 subscribers, and direct sale customers. Users of periodical navigational charts and publications include private, corporate, military, and commercial pilots and navigators, search and rescue organizations, airlines, steamship lines, other commercial firms, and scientific and educational institutions. Users also include domestic and international civil, military, and recreational users. Two of the largest users of navigational charts are the Federal Aviation Administration (FAA) and the National Geospatial - Intelligence Agency (NGA).

1.3 INVENTORY

Inventoried items consist of periodical nautical and aeronautical maps, charts, publications, and miscellaneous items produced by the Government, the contractor, or other contractors. Approximately 11,00 individual line items totaling approximately 5.5 million units of stock are stored at any one time. As of October 25, 2003, the retail value of inventory was approximately 51.2 million dollars with a replacement cost of approximately 4.2 million. The cost of replacement varies by item, but averages an estimated 8 percent of retail value.

Over the life of the contract, it is estimated that the number of items in inventory may increase to ten thousand six hundred and the number of units of stock may increase to six million.

During Fiscal Year 2003 (FY03, October 1, 2002, through September 30, 2003), approximately 158.5 thousand orders, requiring approximately 4.2 million units of stock, were shipped to users.

Inventory issue figures for individual line items are not reliable reflections of demand and cannot reliably be extrapolated upon to identify high demand items. To illustrate, release of a new edition item creates highest demand (and peak issues) during the early stages of the life cycle; thereafter demand and issues taper off throughout the remaining life cycle. This and factors such as season, area of coverage, national economic conditions, and situations such as a single but exceptionally large order for an item, would require continuous revisions to any list of "high demand" items.

1. Nautical maps, charts, and publications, and miscellaneous items account for approximately 5.7 thousand line items and approximately 3.3 million units of stock. Approximately 4.9 thousand of these items are produced in a flat sheet format varying in length and width with length ranging from approximately 8" to 59" and width ranging from approximately 5" to 46". Approximately 2.1 thousand items are 48" or greater in length. Approximately two hundred and seventy five items are 36" or greater in width. The largest item measures approximately 59" x 41".

Approximately five hundred and twenty five items are bound and range in size from approximately 6" x 9" to 11" x 18".

Approximately two hundred and seventy five items are produced in a folded format and range in size from approximately 5" x 10 1/4" to 22" x 22".

2. Aeronautical maps, charts, publications, and miscellaneous items account for approximately 2.4 thousand line items and approximately 971 thousand units of stock. Approximately 1.8 thousand items are produced in a folded format and range in size from approximately 5 1/4" x 8" to 10 2" x 14 2".

Approximately four hundred and fifteen items are produced in a flat sheet format varying in length and width with length ranging from approximately 8" to 60" and width ranging from approximately 3" to 43". Approximately two hundred and forty items are 48" or greater in length. Approximately 90 items are 36" or greater in width. The largest items measures approximately 60" x 43". Approximately one hundred and thirty items are produced in a bound format and range in size from approximately 5 1/4" x 8" to 11" x 14".

3. Miscellaneous inventory accounts for approximately two thousand items and approximately 7.7 thousand units. Miscellaneous items may be flat, folded, or bound, and include catalogs, price lists, various forms, compact disks, Obstruction Data Sheets (ODS), Dates of Latest Editions, etc. Miscellaneous items vary in size and range from approximately 3 2" x 3 2" to 51" x 34".

Two master copies of approximately nine hundred and fifty Obstruction Data Sheets and Aeronautical Data Sheets (ODS/ADS) each consisting of six or more pages printed front and back and measuring 8 1/2" x 11" are stored until an order is received requiring an ODS to be duplicated. As new Airport Obstruction Charts (OC's) are received ODS/ADS become obsolete.

1.4 ORDERS AND INVENTORY ISSUED

Historically, order size varies from one item (an individual product) requiring one unit of stock, to an order for 100s of items requiring 1,000s of units of stock. No statistics are available defining "average" order size; the percentage of orders requiring "X" number of items; or, the percentage of orders requiring "X" units of stock to fill.

Orders are classified in two groups: Daily orders, and Cycle orders. Each group consists of three or more order types. The number of orders and units of inventory shipped for the Fiscal Years 2002 - 2003 are:

FY	Daily Orders	Inventory Issued	Cycle Orders	Inventory Issued	Total Orders	Total Inv. Issued
02	177551	2637711	57695	2217853	235246	4855564
03	187275	2993071	56429	2156140	243704	5149211

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Warehousing, Distribution, & Support Services

Totals	364826	5630782	114124	4373993	478950	10004775
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The number of orders and inventory units shipped has fluctuated in the past due to declines in the production of new edition charts, changes in customer ordering patterns, and general economic conditions.

1.5 ELECTRONICALLY TRANSMITTED DATA

The Government shall place files on its File Transfer Protocol (FTP) Server. The contractor shall retrieve these files via the Internet using FTP. From the data contained in these files, the contractor shall format and print: order invoices; pick lists, shipping labels and mail manifests. Print formats, other than shipping labels, shall be specified by the Government. Shipping label format shall be recommended by the contractor but must be approved by the Government. All items, other than shipping labels, printed by the contractor shall be produced from LASER or equivalent quality printers capable of producing quality documents as well as printing ASCII and POSTSCRIPT files.

The Government will transmit additional data files from which the contractor will be required to format (specified by the Government) and print credit memos, agent statements, subscription renewals, duplicate invoices, or other material as required. In generating monthly statements the contractor will need Actuate End User Desktop Release 3.2.2.1 for generating invoices, statements, and credit memos. At the time of the award the contractor shall check with the Government to see if an up-graded version is needed. The contractor will receive an ASCII text file for printing subscription renewals. The contractor will need to have dual sided print capability for printing subscription renewals. The contractor must also be able to generate documents, which they have received in PDF format. The Government may also send Acrobat PDF files.

The contractor will be required to print all items in formats specified or approved by the Government. Shipping label format shall be recommended by the contractor but must be approved by the Government.

1. Order invoices and shipping labels. During FY03, Daily Orders ranged between two hundred and fifty and 2.2 thousand orders per day. Cycle Orders ranged between 4.6 and 7.2 thousand orders per cycle. No data is available to indicate the number of shipping labels required to ship orders.
2. Credit memos are estimated to average two thousand one hundred per month.
3. Monthly agent statements are estimated to average three thousand per month.
4. Monthly subscription renewals are estimated to average three thousand per month.
5. Invoices for mailings are estimated to average one thousand five hundred per month.

Following contract award, the COTR shall meet with the contractor to provide printing formats for invoices and to discuss format requirements for shipping labels. As part of the shipping label, the contractor will be required to print

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UPS, Fed Ex, USPS (when available) or other carrier, bar codes for shipping and package tracking. The contractor will use order numbers as tracking numbers, and add x01, x02, x03, etc., at the end of the order number to identify each package required to ship an order. It will be the contractor's responsibility to obtain carrier approval of shipping and package tracking bar codes.

The contractor will be required to transmit an ASCII data file to the Distribution Division at the end of each workday to close-out orders and to confirm total shipment of any order reported that day. The contractor shall not report partial shipments of an order. The contractor shall transmit the following information for each package in an order that is reported as completely shipped: order number, actual date of shipment, package weight, carrier, and package tracking number, as applicable. The Government will supply the format for this file.

For Commercial Bill of Lading (CBL) shipments, the contractor shall transmit the order number, actual date of shipment, carrier, and CBL number. For dock pick-ups or deliveries made by the contractor, the contractor shall transmit the order number and actual date of pick-up or delivery.

1.6 CARRIERS AND DELIVERY MODES

Currently, shipments are tendered to the U.S. Postal Service (USPS), United Parcel Service (UPS), Federal Express (Fed Ex), various trucking firms, and Priority Post Company, a consolidator of International Priority Airmail shipments.

Carriers currently used are listed below but are subject to change at the discretion of the Government.

1. USPS - First Class, Priority Mail, Air Printed Matter, Air Parcel Post.
2. UPS - Ground Service.
3. Fed Ex - Domestic and International Priority Service, and International Mail Service
4. Priority Post Company - International Priority Air Mail.
5. Commercial Carriers - Domestic and International ground or air Freight shipments made by Commercial Bill of Lading (CBL).

Carriers and modes of delivery by which orders are to be shipped shall be identified by codes contained in order data transmitted to the contractor. These codes will be provided to the contractor following contract award.

1.7 POSTAGE AND SHIPPING CHARGES

Except as noted elsewhere, the Government shall pay all postage and/or delivery charges for mailings and shipments made on its behalf and shall pay the cost of leasing two postage meter heads. The Government shall establish an account with each carrier in order to be billed directly for postage and/or delivery charges.

When postage is exhausted in a meter, the contractor shall be responsible for taking the meter to the Post Office and having the meter loaded. The Post

Office will provide the contractor with a receipt for postage added to the meter and bill the Government. The contractor shall deliver the receipt to the COTR during the morning of the following work day.

The Government shall prepare and provide the contractor with a Commercial Bill of Lading (CBL) that authorizes commercial-carrier-ground or air freight shipments. The contractor shall be required to provide the Government with the shipping dimensions and weight of each piece and other information that may be required to prepare CBLs. Government prepared CBLs will be forwarded to the contractor who shall then arrange to have the shipment picked up by the designated carrier. Copies of carrier signed CBLs shall be returned to the COTR during the morning of the workday following carrier pick up.

1.8 METERING and MANIFESTING SYSTEM

The contractor will provide, install, and maintain a package metering and manifesting system to record shipments and mailings tendered to carriers, picked up at the dock, or delivered by the contractor. The contractor shall be required to meter and manifest packages tendered to carriers such as UPS, USPS, Fed Ex, Priority Post Company, or other carriers, as designated by the Government.

The Government will provide the meter heads for the metering system.

The contractor shall be required to have all system scale(s) calibrated for accuracy by an authorized technician at the time of installation and annually, thereafter.

The contractor will be required to install a separate Fed Ex Powership 2 system that shall be used to meter, manifest, and report shipments and mailings tendered to Fed Ex.

The contractor's manifesting systems shall be capable of reporting the details of shipments and mailings including costs in a uniform report format. The contractor shall provide a separate report of shipments and mailings tendered to each carrier, and shall provide a consolidated report for CBL shipments, a consolidated report for dock pick-ups, and a consolidated report for shipments delivered by the contractor. A digital version of all reports shall be placed on the FTP site.

The contractor shall provide the Transportation Manager with an electronic version of each shipping manifest at the end of each day. The contractor's manifesting systems shall be capable of reporting the details of shipments and mailings including costs in a uniform report format. The contractor shall provide a separate report of shipments and mailings tendered to carriers provide by the Government shall list the following information: carrier, shipping mode, order number, shipping date, destination zip code, package weight, package shipping cost, package tracking number, and a total shipping cost for the period. At the end of each week the contractor shall provide a summary report with the above information for that week. A confirmation of the above report shall be sent via e-mail to the Transportation Manager. Reports of CBL shipments shall list the following: carrier, order number, shipping date, destination zip code, CBL number, and total shipping cost for the period. Reports of dock pick-ups shall list the order number and pick-up date. Reports of contractor delivery shall list the order number and date of delivery. All

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reports shall be sorted in ascending date order and ascending order number. A digital version of all reports shall be placed on the FTP site.

The contractor shall be required to update metering system program(s) or data to reflect additions, deletions, or other changes in carrier services, shipping rates, zones, zip codes, etc., whenever changes are announced or carriers are added. The Government currently receives discounted rates from several carriers, which are subject to change. Current rates shall be provided to the contractor following contract award and as changes are received thereafter.

1.9 MAILING AND SHIPPING SPECIFICATIONS

The contractor will be required to comply with mailing and shipping requirements stated in this SOW, the U.S. Postal Service Domestic Mail Manual, the U.S. Postal Service International Mail Manual, and service manuals of carriers used in the performance of this contract.

1.10 PACKAGING, PACKING, SHIPPING SPECIFICATIONS

The Government is particularly concerned that shipments of navigational charts and other items be delivered to customers intact and damage free. Therefore, the contractor will be required to package orders using materials and practices that assure customer satisfaction with the condition of items that are received.

The contractor will package orders in the fewest number of containers necessary for shipment but shall not over pack, force items into containers structurally weakening containers, or do any other thing that may expose any part of the shipment to damage.

In order to optimize packaging, contractor personnel must be cognizant of where and how the shipment will be delivered as the maximum permissible package size will vary according to destination (international vs. domestic), and delivery service (postal system vs. UPS, Fed Ex, etc).

1.11 PACKAGING SPECIFICATIONS

The following packaging materials are specified for use.

1. Envelopes - expanding and nonexpanding plastic envelopes (such as manufactured by Shurtuff, Tyvek, Hylynx, or similar tear and moisture-resistant envelopes) having a non-perforated, pressure-sensitive ("peel and stick") end or side flap that will be used to package small quantities of folded items, paperback publications, and flat items other than charts.
2. Cartons - only new single-wall corrugated or solid fiberboard cartons will be used. Cartons will be one piece and have a minimum bursting strength of two hundred and seventy five pounds per square inch or minimum edge crush test of forty four pounds per inch width. Cartons will have top and bottom end flaps that partially overlap and a top and bottom side flap that fully overlaps to provide triple thickness at the top and bottom of cartons. Cartons of various sizes will be required to ship items.

3. Long rectangular cartons - only new, one piece, single-wall corrugated or solid fiberboard cartons having a minimum bursting strength of two hundred and seventy five pounds per square inch or minimum edge crush test of forty four pounds per inch width, will be used. Long rectangular cartons shall have a folding top flap running the length of the carton and reaching the outside bottom edge of the carton. The flap shall be designed with "ears" that tuck into the outside ends of the carton (sample to be provided upon request). Cartons of various dimensions, and at least three different lengths, will be required to package larger quantities (fifteen to fifty) of rolled flat charts.
4. Long triangular cartons - only new, one piece, single-wall corrugated or solid fiberboard cartons having a minimum bursting strength of two hundred and seventy five pounds per square inch or minimum edge crush test of forty four pounds per inch width, will be used. Cartons of various dimensions, and at least three different lengths, will be required to package smaller quantities (one to fourteen) of rolled flat charts.
5. Air bubble cushioning - bubble pads with a height of 3/16" or greater, will be used to cushion the ends of rolled charts packaged in long rectangular or triangular cartons.
6. Sealing tape - cartons will be sealed with lengths of 3" wide, fiberglass filament reinforced, water activated gummed tape. The contractor shall seal all open edges of cartons destined for international delivery.
7. Banding -
 - A. 1/4" or wider polypropylene, polyester, or equivalent banding, will be used to band all cartons, except triangular, weighing twenty five pounds or more. Cartons will be banded once around the length and once around the girth at the approximate middle of the carton.
 - B. 3/4" wide steel banding will be used to secure skid or pallet tops to skids or pallets. Bands will be applied three times around the girth and three times around the length of the piece.
8. Corrugated cardboard - will be used as filler in cartons; as cushioning on the surface of skids/pallets; and, as cushioning beneath skid/pallet tops.
9. Shrink wrap or heat shrinkable film will be used to secure loads to pallets and skids, and to secure stacks of pallets together.
10. Carrier supplied packaging - may be used but is restricted to the carrier and delivery service for which intended. Use is further conditioned on being of appropriate size and strength to protect the contents being shipped.

11. Heat shrinkable film - at the option of the contractor, a heat shrinkable plastic film may be used to package smaller quantities of folded charts, paperback publications, and flat items other than charts. The contractor shall be responsible for ensuring that use of such material conforms to USPS requirements.

Within the first week of contract award, the contractor and COTR will meet to discuss packaging. At this meeting, the Government will provide the contractor with a listing of packaging dimensions presently in use. Within four weeks of this meeting, the contractor shall determine the packaging dimensions he will use and provide the Government with the following information for each: package code (up to four characters), length, width, height, weight (empty), and maximum number of items to be packed in each. This will become the standard for packaging. NO CHANGES from this standard will be permitted without the prior approval of the COTR.

1.12 PACKING SPECIFICATIONS

1. Flat charts - shipment of these items suffer the greatest damage due to the varying lengths and widths of charts. Therefore, the contractor will be required to pack flat charts to the following standard.
 - A. Flat charts will be stacked and rolled in a manner to ensure that ends of the rolled charts are uniformly even.
 - B. Small (one to four) and medium (five to fourteen) quantities of rolled charts will be packaged in a long triangular carton of sufficient length to allow bubble material to be packed between the ends of rolled charts and ends of cartons.
 - C. Large (fifteen to twenty four) and extra large (twenty five to fifty) quantities of rolled charts will be packaged in a long rectangular carton of sufficient length to allow bubble material to be packed between the ends of rolled charts and ends of cartons.
 - D. Adequate amounts of bubble material will be used as filler and cushioning to prevent rolled charts from "ramming" the ends of cartons and becoming damaged.
 - E. Flat charts shipped to destinations in the 50 United States or it's possessions WILL NOT BE FOLDED to fit cartons.
 - F. Flat charts shipped to international destinations MAY BE FOLDED AND ROLLED TO FIT CARTONS ONLY WHEN THE LENGTH OF THE CARTON WOULD OTHERWISE EXCEED THE MAXIMUM LENGTH ACCEPTABLE TO THE COUNTRY OF DESTINATION OR CARRIER.
2. Folded charts, paperback publications, and flat items other than charts will be packed in envelopes, bags, or cartons.
 - A. Envelopes and bags will be used to package small quantities of these items. Envelope and bag size will be appropriate to the size of the contents to assure a snug fit and to prevent shifting

and damage to the contents.

- B. Cartons will be used to package larger quantities and must be packed solidly (top and sides). Items will be laid flat on the bottom of the carton (never on sides or ends). When items do not fit the carton snugly on the top or sides, thickness of corrugated cardboard must be added to fill void space.
3. Hardback, wire or plastic bound publications - will be packed in padded bags, or cartons as described in 2.B. above to prevent damage to the binding. A sheet of paper will be placed between publications of different colors to prevent printing ink or dye from offsetting on to or staining publications of a different color.
4. CD ROMs shall be inserted into a clam shell case and packed in stiff cardboard, fiberboard, or equivalent mailers.

No carton shall be packed to weigh more than fifty pounds, and all cartons weighing twenty-five pounds or more, except triangular shaped cartons, shall be banded once around the length and once around the girth.

1.13 SHIPPING SPECIFICATIONS

The contractor shall be required to adhere to the following shipping specifications.

1. Multi-package orders - each package in a multi-package order, except Cycle orders, will be marked 1 of x, 2 of x, 3 of x, etc.
2. Skid/pallet shipments - an estimated four hundred and fifty to five hundred skids/pallets may be shipped annually. Skids are prepared and shipped as individual pieces and are not stacked upon one another. Pallets may be prepared as individual pieces, or stacked upon one another to form a single piece for shipment. Unless instructed otherwise, the contractor shall pack items in containers prior to loading containers on skids or pallets.

The contractor will use Government provided skids/pallets that are at least as long and wide as the items being shipped. Tops shall be the same size as the skid/pallet. Loads must not overhang the edges of skids/pallets and shall be level. When flat charts are shipped on skids/pallets, sheet of corrugated cardboard, the same size as the surface of the skid/pallet must be placed on the surface of the skid/pallet before charts are loaded, and on the top of loads before tops are secured.

Adequate amounts of shrink-wrap or heat shrink film will be used to firmly secure cartons to skids/pallets; no top shall be required for such shipments. A skid/pallet top, in addition to shrink-wrap or heat shrink film, will be required when shipping flat charts. Tops will be secured to skids/pallets with 3/4" wide steel bands. Bands shall be applied three times around the girth and three times around the length.

Strapping and edge protectors will be used to protect and prevent damage to the load. With top secured, no individual or stacked piece may measure more than 48" from the floor to the top of the piece.

When two or more pallets are used to transport flat charts, and are to be stacked to form a single piece for shipment, each pallet will be prepared as though it were an individual shipment. Shrink wrap or heat shrink film will be used to secure the load to the pallet, (no top or banding will be used until the last pallet has been stacked in place). Sheets of corrugated cardboard will be placed on top of each load before the next pallet is added to the stack. When the last pallet in the piece has been loaded and added to the stack, a top will be secured to the first pallet in the stack and secured with banding. The entire piece shall then be wrapped in shrink-wrap or heat shrink film.

- A. Skid/pallet shipments of unpackaged flat nautical charts, such as shipped to NGA and certain other customers will be neatly stacked with the largest chart loaded first followed by the next largest, and so on. The contractor will insert a slip-sheet between different charts and mark the sheet with the chart number and quantity being shipped.
 - B. Skid/pallet shipments of unpackaged bundles of folded aeronautical charts, such as shipped to NGA, will be neatly stacked in layers with alternate layers placed at a 90-degree angle to the previous layer. Slip-sheets, marked with the chart name and shipping quantity, will be used to separate different items.
3. As necessary, the contractor will be required to provide and prepare shipping documentation, which may include but not be limited to:
- A. Commercial invoices
 - B. North America Free Trade Agreements
 - C. Air bills
 - D. Certificates of Origin
 - E. Shipper's Security Endorsement

1.14 LABELING AND MARKING

The contractor will be required to neatly label and mark packages and shipments and provide, prepare, and affix labels; invoice envelopes, stickers, or forms to all packages and shipments. Pressure sensitive, self-adhering labels, stickers, and invoice envelopes shall be utilized where available. No part of any label or sticker may be obstructed by any other label, stickers, markings, or banding.

1. Shipping labels - shall be neatly and firmly affixed to the widest surface of all packages. No part of the shipping label shall be placed over a seam or on top of sealing tape.
2. Meter tape will be applied to the right of, and slightly above the shipping label.

3. USPS stickers (i.e., Priority Mail, Par Avion, etc.) must be applied to all USPS shipments. Stickers will be placed directly above, and to the center of the shipping label to designate USPS delivery service and to ensure proper handling by the USPS.
4. All shipping containers will be preprinted, or have labels affixed with the message:

U.S. GOVERNMENT
CHARTS / PUBLICATIONS
CRITICAL TO NAVIGATION SAFETY
DO NOT DELAY

This message shall be printed in 15-point Bold capital letters, and surrounded with a 1/16" solid line border. The message and border shall be printed in black ink. Placement will be in the upper left portion of the address side of shipping envelopes and bags, in the upper left portion of tops, ends, and sides of cartons, in the center of tops and sides of long rectangular cartons, and in the center of the sides of long triangular cartons.

5. When multiple packages are required to ship an order, the contractor shall be required to clearly mark each package 1 of x, 2 of x, 3 of x, etc. As an option to marking, the contractor may print the package numbering sequence as part of the shipping label.
6. As appropriate, the contractor will be required to prepare and affix USPS Custom's forms to appropriate international shipments.
7. The contractor will be required to label or mark the first package of domestically shipped orders with "Invoice Inside", and to insert the order invoice into this package.
8. The contractor will be required to insert the order invoice into a preprinted "Invoice Enclosed" envelope and firmly affix this envelope to the top or front side of the first package of internationally shipped orders.
9. The contractor shall be required to number and mark the top of each skid/pallet or piece with 1 of x, 2 of x, 3 of x, etc., and insert an invoice and/or shipping document into an "Invoice Enclosed" envelope and affix the envelope to the top of the first piece in the shipment. The contractor will also be required to mark the weight of each skid/pallet or piece on the top of the piece.
10. All window or plain envelopes used for mailings shall be preprinted, in the upper left hand corner, with:

U.S. DEPARTMENT OF TRANSPORTATION
FAA/NACO DISTRIBUTION DIVISION
6303 IVY LANE SUITE 400
GREENBELT, MD 20770

OFFICIAL BUSINESS
Penalty for Private Use, \$300

Following contract award the COTR and/or designee(s) shall meet with the contractor to review SOW requirements for shipping materials, packing methods, labeling, marking, and related matters; and later, on an as needed basis, to discuss the adequacy of packaging and packing, labeling, or marking. Representatives from the packaging and/or transportation industry may be invited to attend to provide advice or assistance.

1.15 RETURNED SHIPMENTS or CORRESPONDENCE

The contractor will handle returned shipments and correspondence or other material intended for the Distribution Division as follows.

1. Returned shipments - the contractor shall remove the invoice, shipping label, and carrier's explanation for the return, and deliver these items to the Distribution Division during the morning of the workday following receipt of the returned shipment. Contents of returned shipments shall normally be destroyed. As instructed by the COTR, the contractor may be required to deliver returned shipments to the Distribution Division intact.
2. The contractor will be required to retrieve returned shipments held by the local Post Office for postage due amounts. The contractor shall pay postage due amounts with postage meter tape.
3. Correspondence or other material received by the contractor but intended for the Distribution Division (such as orders, items returned for credit, etc.) will be delivered to the Distribution Division during the morning of the work day following receipt by the contractor.

1.16 PERFORMANCE INCENTIVES

This contract provides for payment of incentives, which the contractor may earn as a result of timely cycle completion or accurate order fulfillment. Eligibility for incentives shall be determined by Government observation; confirmation of shipments; Work-in-Progress, Replacement, or other reports; and, contact with customers.

1. Incentive for early Cycle completion - the contractor will receive an incentive of \$250 for each cycle in which all Cycle orders have been shipped 9 or more calendar days prior to the cycle effective date, and all other shipping deadlines are met during the month of the cycle.
2. Incentive for fulfillment accuracy - the contractor will receive an incentive of \$1,000 for each month in which there are 10 or fewer replacement orders resulting from contractor fulfillment discrepancies. Fulfillment discrepancies are defined in Section 1.17, 3. of the SOW.

1.17 CONTRACTOR LIABILITY

The contractor assumes the risk of, and will be responsible for any loss or damage to Government property received, picked up, or delivered by the contractor. The contractor also assumes the risk of, and shall be responsible for fulfillment discrepancies and/or the mishandling of shipments.

1. Inventory loss or damage - the contractor will be allowed a five percent loss factor for each item produced by FAA or the contractor. When final counts of these items result in a loss greater than 5%, the contractor will reimburse the Government for that portion of loss exceeding 5%, at a rate of 8% of the current retail price of the item. Loss of non-priced items, such as Catalogs, Price Lists, Dates of Latest Editions, Decals, etc., will require the contractor to reimburse the Government at a rate equal to the replacement cost of the item.
2. Loss or damage to printing paper - the contractor will be required to reimburse the Government for the actual value of printing paper that is lost or damaged while being loaded, stored, transported, or delivered by the contractor.
3. Fulfillment discrepancies - the contractor will be required to ship replacement orders by Federal Express Priority Overnight, Express Mail, or other next day delivery service, without cost to the Government, when such orders are necessary to correct fulfillment discrepancies. Fulfillment discrepancies are defined as failure to fill and ship an order with the exact items and/or quantities listed in the invoice.
4. Mishandled Shipments - the contractor will be required to retrieve and/or reship, without cost to the Government, all shipments that are mishandled. A mishandled shipment is defined as a shipment that is tendered to the wrong carrier; accompanied by the wrong CBL; completely tendered to a carrier; or, misaddressed and misdelivered.

2. SCOPE OF WORK

2.1 GENERAL

The contractor will furnish all facilities, equipment, material (except as provided by the Government and/or specified elsewhere), packaging, labor, management, including a full-time Project Manager dedicated solely to this contract and no other activity in which the contractor may be engaged, and transportation as necessary to provide and perform error-free services required by this SOW.

The contractor will perform warehousing, distribution, and support functions to pickup and deliver skids of printing paper; pickup inventory and other items; pickup instructions and other material; receive, store, and account for inventory and other items; remove and dispose of obsolete items; receive data files (via the Internet); program formats, generate and print invoices, shipping labels, and mailings; fill, package, label, mark, meter, and ship orders and other items; and, transmit data files (via the Internet) to confirm shipment of orders and provide package tracking information.

The contractor will also perform mailings, produce CD ROMs, and provide periodic activity and status reports.

The contractor will be required to account for all Government furnished items brought into the contractor's possession and control, and will be required to create and maintain an "inventory location system" to identify each storage location and track items and quantities stored in each.

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For the purpose of meeting time requirements stated throughout this Statement of Work (SOW), the contractor will be considered to have possession of an item on the date and at the time the item is picked up by the contractor from the Government's specified pickup point; or, if delivered to the contractor's facility by other than the contractor, on the date and at the time the item is first delivered to the contractor's dock.

2.2 FACILITY REQUIREMENTS

The vital necessity for timely and exact distribution of critical navigation charts and publications and other items requires warehousing, distribution, and service functions to be located within a 1 hour trucking radius of:

FAA/AVN/NACO
Distribution Division
6303 Ivy Lane Suite 400
Greenbelt, Maryland 20770

The contractor will be required to provide a single facility of sufficient size and space to house all contract items and activities. Facility space shall be **DISTINCTLY SEPARATE AND APART** from any other activity the contractor may be engaged in and may NOT be used for any purpose not directly related to the requirements of this SOW.

The facility space must be dry, safe, secure, well lighted, and adequately heated and ventilated; meet all local occupancy codes; and have, as a minimum, two loading docks to accommodate shipping and receiving activities.

The contractor will be required to allocate an area within the facility space to store obsolete materials until disposed of. This area must be clearly marked and isolated from all other contract activities and items.

The Government shall reserve the right to inspect the contractor's facility, equipment, materials, operations, procedures, methods, and records at any time.

2.3 DELIVERY and STORAGE - PRINTING PAPER

The contractor will be required to receive and store-printing materials used for printing charts (approximately 10,000 square feet needed) at their warehouse facility, and deliver them on an as needed basis to:

FAA/AVN/NACO
Reproduction Division
U.S. Department of Commerce Building
Basement, Room B815
15th and Constitution Avenue, NW
Washington D.C. 20230

The Government will provide 1-day advance notice of the requirement for a delivery. The largest skid measures approximately 63" x 46" x 72", and weighs approximately 3,800 pounds.

The Department of Commerce Building basement loading dock must be entered from the ramp on the 15th Street side of the building. The entrance has a vertical clearance of 10 feet 6 inches. Vehicles are not permitted to be loaded or unloaded on the ramp or on the street.

The contractor may use Government owned equipment at this location to move skids to or from his vehicle. Tie-downs or braces must be used to prevent loads from tipping over or sliding and breaking skid runners. The contractor shall be responsible for loading and unloading his vehicle and for the safe transport of paper to the Reproduction Division.

The contractor shall provide storage of paper used for printing charts, and other materials. Storage shall consist of but not limited to the following:

1. Storage of paper used for printing charts by the contractor (approximately 10,000 square feet needed).
2. Storage of Cartographic Support Materials (approximately 6,000 square feet needed).
3. Storage of pallets (approximately 100 square feet needed).
4. Storage of other materials.

2.4 PICK UP, DELIVERY and STORAGE - CHARTS AND OTHER ITEMS

The contractor will pick up navigational maps, charts, and other materials from the Reproduction Division and transport them to their facility during the morning of each workday that items are available for pickup.

Pick up volume will vary but is estimated to average four or more skids, cartons, and/or rolls per day. The largest skid measures approximately 63" x 46" x 72", and weighs up to approximately 3,800 pounds. THE CONTRACTOR WILL BE REQUIRED TO MAKE A SECOND PICK UP IN THE SAME DAY WHENEVER READIED ITEMS CAN NOT BE SAFELY TRANSPORTED IN A SINGLE TRIP.

Pick-ups from the Reproduction Division will occur between 6:30 a.m. and 2:30 p.m. during Federal workdays only. The contractor must use the ramp on the 15th Street side of the building to enter the Department of Commerce basement loading dock.

The contractor may use Government owned equipment to move skids to his vehicle. Tie-downs or braces shall be required to prevent loads from tipping over or sliding and breaking skid runners. The contractor will be responsible for loading and unloading his vehicle and for the safe transport of items to his facility.

The contractor may be required, on an exception basis, to make pick-ups at alternate locations within 150-mile radius of the Distribution Division. One day notice will be provided of such requirements.

2.5 PICK UP and DELIVERY - INSTRUCTIONS, MAILINGS, OTHER MATERIAL

The contractor will pick up instructions, mailings, or other material, from the Distribution Division each day. Pick-ups during the Phase-In period will be at

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the sole discretion of the COTR. Following the Phase-In period, pick-ups shall occur during Federal workdays only, and between morning hours to be determined following contract award.

The contractor will pick up only the items as instructed by the COTR. Materials and/or instructions received by the contractor from any other source will be delivered to the COTR the next workday.

The contractor will deliver shipping manifests, reports, small quantities of inventory items, returned shipments, correspondence, or other material as may be requested or required at the time that pick ups are made.

2.6 RECEIVING ACTIVITIES

The contractor will be required to receive all deliveries made to their facility between the hours of 7:00 a.m. and 3:00 p.m. each work day, complete all receiving activities, and FAX a completed receiving report to the Distribution Division by 6:30 a.m. of the work day following delivery. If no item is received in a workday, the contractor will note "NO RECEIPTS" on the report. All documents accompanying a delivery will be signed by the contractor, dated with the date of the delivery, and delivered to the COTR the following workday.

Contractor receiving reports serve as the basis for Government inventory records, establish contractor liability, and trigger the release of orders. Therefore, **TIMELY RECEIVING AND COUNT ACCURACY IS CRITICAL**. The contractor will be required to recount any item whenever the receiving count differs from Government records by three percent or more. Second counts will be performed at no cost to the Government.

During an average month the contractor may receive an estimated eighty aeronautical and nautical charts and miscellaneous items totaling an estimated average of one hundred and fifty thousand units of stock. During a peak aeronautical cycle, the contractor may pick up and receive an estimated average of three hundred and forty aeronautical items totaling an estimated average of one million units of stock. Receiving activities peak during alternate cycles, (every other 28 days). The contractor may receive an estimated fifty additional items totaling an estimated average of one hundred thousand units of stock.

Upon delivery of any item to the dock, the contractor will be required to:

1. Open, inspect for damage, and verify the content of every skid, pallet, container, or roll received.
2. Accurately count each item. At the contractor's option, a power sheet counter may be used to count and tab flat charts. The contractor will NOT be required to count certain items delivered by printing contractors during alternate cycles. For these items only, the contractor will report receipt of the quantities recorded on the printing contractor's shipping documents.
3. Weigh and measure one copy of all items received with the exception of the cartographic support materials. Weight shall be reported in ounces and 10ths of ounces; length and width shall be reported in inches and quarter inches.

4. Complete a receiving report. When receiving new edition stock of cartographic support map quadrangles, the contractor will be required to write the map coordinates beside each map on the shipping document and fax it to the FAA/NACO Distribution Division. When receiving replenishment stock of cartographic support map quadrangles, the contractor will be required to fax a copy of the shipping document to the FAA/NACO Distribution Division.

Items are normally received on skids or pallets, in cartons, or in rolls. Skids, pallets, and tops will remain the property of the Government. Skids that are not used to store items or ship orders shall be returned to the Reproduction Division each week. Pallets and pallet tops received from NGA remain the property of NGA and may only be used to ship items to NGA.

The Government will provide the contractor with a master copy of receiving report forms following contract award. The contractor shall make and use duplicate copies as needed.

2.7 PHYSICAL INVENTORIES

The contractor will be required to conduct scheduled physical inventories to account for items under their control, with the exception of the cartographic support materials, and to complete all physical inventory activities in the day in which scheduled. The contractor will be required to count an average of nine hundred items during each month (an estimated average of fifty five items per work day) and FAX completed inventory reports to the Distribution Division by 6:30 a.m. of the following workday.

The Distribution Division will provide the contractor with inventory report forms listing the dates on which specific items are scheduled to be counted. These forms will be provided in advance of the inventory date. The contractor will be required to record the count and other information as required for each item listed on the form.

Urgent Government need will require the contractor to conduct unscheduled inventory counts immediately following FAX notification from the Distribution Division; immediately count the item(s); and FAX a completed inventory report to the Distribution Division.

The contractor's count for each item will be compared to Government inventory records. The contractor will be required to recount any item in which the count varies from Government records by 5% or more. All recounts will be performed at no cost to the Government and shall be final.

The contractor will be allowed a loss factor of 5% for each item produced by FAA or the contractor. When final counts of these items result in a loss greater than 5%, the contractor will reimburse the Government for that portion of the loss exceeding 5%, at a rate of 8% of the current retail price of the item. Loss of non-priced items, such as Catalogs, Price Lists, Dates of Latest Editions, Decals, etc., will require the contractor to reimburse the Government at a rate equal to the replacement cost of the item. Reimbursements for losses will be in the form of a deduction from the contractor's monthly billing.

Requests for reimbursement will be addressed to the contractor's Project Manager who will include the reimbursement on the first billing to be submitted

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following the request for reimbursement.

2.8 STOCK OUTAGES

The contractor will be required to report all stock outages immediately when first discovered.

2.9 CONDEMNATION OF OBSOLETE ITEMS

The contractor will remove obsolete stock from inventory, hand count, move the obsolete stock to a holding area, and FAX a completed condemnation report to the Distribution Division by 6:30 a.m. of the work day following the scheduled condemnation.

Urgent Government need will require the contractor to conduct unscheduled condemnation activities immediately following FAX notification from the Distribution Division. When this is necessary the contractors will immediately count the item(s) and FAX a completed condemnation report to the Distribution Division. Currently, unscheduled condemnations involve an estimated average of 35 items per month.

An estimated one million units of inventoried and non-inventoried items will be condemned annually. Approximately eighty aeronautical and nautical charts and miscellaneous items will be condemned during an average month. During peak Cycle, approximately three hundred and forty aeronautical items will be condemned. During alternate cycles, approximately one hundred items will be condemned. Condemnation of obsolete cycle items may occur during or following receipt and/or issue of new edition items.

The Government will provide the contractor with condemnation report forms listing specific dates on which specific editions of items are to be condemned. Forms will be provided in advance of the scheduled condemnation.

The contractor will be required to hold the obsolete stock in an isolated area, removed from other contract activities, for a period of five days following removal from inventory. After this period the contractor shall be responsible for disposing of the obsolete stock.

The contractor's condemnation counts for each item will be compared to Government inventory records. The contractor may be required to recount any item in which the variance between the contractor's count and Government records exceed 5%. All contractor recounts will be performed at no cost to the Government and shall be final. The contractor will NOT be required to reimburse the Government for final inventory count variances.

2.10 ORDER GENERATION

The contractor will produce order invoices and shipping labels from data contained in ASCII files that the Government will transmit to him via the Internet.

Daily orders will be placed on the Government's FTP site during morning and evening hours. Expedited orders will be transmitted at the same time and at various times up to 3:30 p.m. each day. Cycle orders will be placed on the Government's FTP site approximately twelve to fourteen days prior to the cycle

shipping deadline. The contractor shall be required to produce order invoices on LASER or equivalent quality printers.

1. Pick lists - if used; the contractor shall determine the format of pick lists based on his requirements. The contractor may employ automation or other technology to substitute for printed pick lists.
2. Order Invoices - the contractor will print an invoice for each order. Invoices will be produced on 8 2" x 11" plain paper, with 1 or more sheets per order in Government specified printing formats that will be provided to the contractor following contract award.
3. Shipping labels - the contractor will print a shipping label for each package used to ship an order. At a minimum, shipping labels will be printed with: an address of up to six lines, carrier code and mode of delivery, carrier bar codes incorporating the order number and package number as part of the package tracking number, a return address, customer number, purchase order number, order number, and a telephone number for order inquiries. In lieu of marking packages in a shipment 1 of x, 2 of x, 3 of x, etc., the contractor may print this information on the shipping label.

Following contract award, the COTR and contractor will meet to develop the shipping label format. The contractor shall be responsible for coordinating with carriers to obtain carrier approval of the shipping label and bar coded package tracking data.

2.11 ORDER FULFILLMENT

The contractor will be required to fill all orders with the exact items and quantities that have been transmitted or otherwise communicated to him. While most orders will be electronically transmitted, some may be hand written and faxed, and some may be filled from "Print Orders". The contractor shall not accept an order from any source unless bearing an order number.

The contractor will not ship any part of an order when there is insufficient stock to fill the ENTIRE ORDER, and shall immediately FAX a Warehouse Denial report to the Distribution Division. The report must identify: the customer number, order number, the item(s) short, the ordered quantity, and the quantity available. The contractor will then delete the order from his system(s) as a new order will be transmitted to the contractor.

THE CONTRACTOR WILL BE REQUIRED TO SHIP REPLACEMENT ORDERS BY FEDERAL EXPRESS, EXPRESS MAIL, OR OTHER NEXT DAY DELIVERY SERVICE, WITHOUT COST TO THE GOVERNMENT WHEN SUCH ORDERS ARE REQUIRED TO CORRECT FULFILLMENT DISCREPANCIES DEFINED IN SOW 1.17, 3.

2.12 FULFILLMENT OF EXPEDITED ORDERS

Expedited order are utilized to satisfy urgent customer or other need and to replace lost or damaged orders. For this reason, the contractor must handle these orders expeditiously to meet the required shipping deadline. Expedited orders will be placed on the FTP site to the contractor during the hours of 10:00am, 1:00pm, 3:00pm and up to 3:30 p.m. each day.

Expedited orders have ranged from forty-five to one hundred and fifteen per day,

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with an approximate average of seventy per day. Stock issued to fill Expedited orders has ranged from seven hundred to eight thousand and eight hundred units per day, with an approximate average of two thousand units per day.

THE CONTRACTOR WILL BE REQUIRED TO SHIP ALL EXPEDITED ORDERS ON THE SAME WORK DAY WHEN RECEIVED PRIOR TO 3:30 P.M. OR NOT LATER THAN THE FOLLOWING WORK DAY WHEN RECEIVED AFTER 3:30 P.M.

Cartographic Source Material is used by FAA/NACO, NOAA/CS and NOAA/NGS for chart compilation. This material is needed on an urgent basis. Orders for cartographic source material will be sent by fax or e-mail to the contractor daily. The contractor will be required to hand-deliver these orders to the mail room of the Silver Spring Metro Center, Building three or four, no later than two business days after the contractor's receipt of the order. The orders may range from 10-50 orders per week with 100-500 units per week.

2.13 FULFILLMENT OF DAILY ORDERS

Daily orders are released during the day and the evening an order is received, or as triggered by receiving reports. Daily orders have ranged from between 200 and 2,300 orders per day. During FY03 an average of 7.6 thousand Daily orders, requiring 230 thousand units of stock, were shipped each month. NGA orders have varied from twelve to fifty items per month requiring between 30 and 80 thousand units of stock. The contractor shall complete and immediately FAX a shipping document to NGA personnel (to be completed following contract award) when shipments are ready to be picked up at the dock. A copy of the shipping document signed by the driver making the pick up shall be delivered to the Distribution Division during the next work day following the pick up.

Daily orders will be placed on the FTP site to the contractor periodically in the day and during evening hours and may include any of the following order types:

1. Regular Daily Order - customer or sales agent order for any item.
2. Daily Standing Order (SO) - permanent orders for aeronautical and nautical items. Standing orders are released upon the contractor's receipt of an item.
3. Subscription Orders (SB) - mid-cycle subscription to an aeronautical chart or other item.

THE CONTRACTOR WILL BE REQUIRED TO FILL AND SHIP ALL DAILY ORDERS NOT LATER THAN ONE WORK DAY FROM THE DAY THAT SUCH ORDERS ARE RECEIVED BY THE CONTRACTOR.

THE CONTRACTOR WILL BE REQUIRED TO COMPLETE ALL PREPARATIONS FOR SKID/PALLET SHIPMENTS NOT LATER THAN TWO WORK DAYS FROM THE DAY THAT SUCH ORDERS ARE RECEIVED BY THE CONTRACTOR.

2.14 FULFILLMENT OF CYCLE ORDERS

A cycle is a 28-day interval during which new editions of certain aeronautical items are produced and distributed to replace expiring (old) editions of the same items. A cycle effective date is the date on which the new edition becomes

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effective and the old edition becomes obsolete for navigation.

During FY03 an approximate average of 5.7 thousand Cycle orders consisting of 124 thousand units of stock were shipped each month.

NGA Cycle orders average an estimated twenty items and may require an estimated sixty thousand units. The contractor shall prepare NGA orders on pallets and FAX a shipping document to NGA personnel (to be completed following contract award), when Cycle orders are ready to be picked up at the dock. A copy of the shipping document signed by the driver making the pick up shall be delivered to the Distribution Division during the next work day following the pick up.

Normally, Cycle orders will be placed on the FTP site to the contractor enmass, usually twelve to fourteen days prior to the cycle shipping deadline. The contractor will pick up and receive most cycle items five to seventeen days prior to the cycle shipping deadline; the contractor will pick up and receive a few items two days prior to the cycle shipping deadline.

Cycle order types include:

1. Standing Orders (SO) - sales agent's permanent orders for aeronautical cycle items.
2. Subscription Orders (SB) - subscription orders for new editions of aeronautical cycle items.

THE CONTRACTOR WILL BE REQUIRED TO SHIP ALL CYCLE ORDERS NOT LATER THAN THE WEDNESDAY THAT IS EIGHT DAYS PRIOR TO THE CYCLE EFFECTIVE DATE.

THE CONTRACTOR WILL BE REQUIRED TO HAVE CYCLE ORDERS SKIDDED/PALLETIZED AND READY FOR CBL SHIPMENT, OR PICK UP BY NGA, NOT LATER THAN THE WORK DAY FOLLOWING THE CONTRACTOR'S PICK UP OF THE LAST CYCLE ITEM REQUIRED TO FILL SUCH ORDERS.

A list of Cycle items, effective dates, and shipping deadlines will be provided to the contractor following contract award and annually thereafter.

2.15 SKID/PALLET SHIPMENTS

The contractor shall be required to prepare skids/pallets for shipment or pick up at the contractor's dock. Government-owned skids/pallets and matching tops shall be used for such shipments. NGA provided pallets and tops may only be used for shipments to NGA. Items shipped on skids/pallets, except those shipped to NGA and certain other customers, shall be packaged. Shipping labels shall be affixed to each package in a shipment.

Nonpackaged flat charts shipped to NGA and certain other customers shall be neatly stacked on skids with the largest chart on the bottom followed by the next largest chart, etc. No part of an item may overhang a skid. The contractor shall insert slip-sheets between different charts and mark these sheets to identify the chart and quantity being shipped.

Nonpackaged folded charts shipped to NGA shall be neatly stacked on skids with alternate layers of charts laid at a ninety-degree angle to the previous layer.

A slip-sheet, marked with the chart name and quantity being shipped, shall be used to separate items.

The contractor shall mark the top of each piece in a shipment with a piece number (1 of x, 2 of x, 3 of x, etc.), and the weight of the piece. The contractor shall use freight scales capable of providing accurate weights of up to 4 thousand pounds when weighing pieces.

1. NGA shipments - the contractor shall prepare and FAX a shipping document to NGA to cover each shipment. The contractor shall insert a copy of the shipping document, along with any invoices, into an "Invoice Envelop" and affix the envelop to the top of the first pallet in the shipment.
2. CBL shipments - the contractor shall prepare and FAX information necessary for the preparation of CBLs to the Distribution Division and hold these shipments until the CBL is delivered to the contractor. The contractor shall then contact the carrier for pick up. A copy of the CBL signed and dated by the carrier making the pick up shall be delivered to the Distribution Division during the morning of the work day following the pick up.

Invoices shall be inserted into an "Invoice Envelope" and affixed to the top of the first skid/pallet in a shipment.

2.16 MAILING SERVICES

The contractor shall perform mailing services. The contractor shall receive, insert, meter, and make periodic mailings of material provided by the Government. The Government may, at a later date, begin transmitting some of these mailings to the contractor in an ASCII or POST SCRIPT file via the Internet. The contractor will be required to print these items in Government specified formats using LASER or equivalent quality printers.

Mailings to the fifty United States and possessions shall be metered First Class Mail and tendered to the USPS; mailings to Canada shall be bundled, manifested, and tendered to the carrier designated by the Government for injection into the Canadian Postal Service; mailings to all other international destinations shall be bundled and tendered to the Priority Post Company or other carrier for qualification and delivery by International Priority Air Mail (IPA), or other means. The contractor shall apply "Par Avion" stickers to mailing destined for Canadian or other international destinations. Carriers and delivery modes may be changed at the Government's discretion.

The contractor shall prepare a report of each mailing. The report shall identify the item mailed, total number of envelopes (pieces) mailed, and the total postage/delivery cost of each mailing. The report shall be forwarded to the Distribution Division the morning of the workday following completion of the mailing.

The contractor will be required to staple together multiple pages mailed to the same address, and/or fold material to fit #10 business-size window and non-window envelopes. The Government will provide address labels for each mailing when non-window envelopes are to be used. If an item is too thick to staple and/or fold to insert in a #10 envelope, the contractor will be required to mail

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the item flat in a 9" x 12" envelope and to make and affix an address label if none is provided.

THE CONTRACTOR SHALL BE REQUIRED TO COMPLETE AND TENDER EACH MAILING TO APPROPRIATE CARRIERS NOT LATER THAN TWO DAYS FOLLOWING RECEIPT OF THE MAILING.

Materials, which the contractor may receive for mailings, include but shall not be limited to are the following:

1. DAILY MAILINGS:
 - A. Credit Memos: 82" x 11", one or more sheets, stapled, folded, #10 window envelope, an estimated 105 addresses.
 - B. Bill-to Invoices: 82" x 11", one or more sheets, stapled, folded, #10 window envelope, an estimated 50 addresses.
2. WEEKLY MAILINGS:
 - A. Nautical Notice of New Edition and Revised Printings: 82" x 11", one sheet, prefolded, #10 plain envelope, approximately 1400 addresses, 1 or more copies per address.
3. MONTHLY MAILINGS:
 - A. Agent Statement: 82" x 11", one or more sheets, stapled, folded, #10 window envelope, approximately 3000 addresses.
 - B. Subscription Renewal Notice: 82" x 11", one or more sheets, stapled, folded, #10 window envelope, approximately 3000 addresses.
4. QUARTERLY MAILINGS:
 - A. Agent Newsletter: 82" x 11", two to four sheets, prestapled, prefolded, #10 plain envelope, approximately 4000 addresses, one or more copies per address.
 - B. FAA Aeronautical Chart Dates of Latest Editions: 82" x 11", one sheet, prefolded, #10 plain envelope, approximately 2700 addresses, one or more copies per address.
 - C. NGA Aeronautical Chart Dates of Latest Editions: 82" x 11", six page booklet, flat, envelope, approximately 450 addresses, one or more copies per address.
 - D. NOS Nautical Chart Dates of Latest Editions: 82" x 11", four page booklet, flat, envelope, approximately 1450 addresses, one to ten copies per address.
 - E. NGA Nautical Chart Dates of Latest Editions: 82" x 11", sixteen page booklet, flat, envelope, approximately 450 addresses, one to ten copies per address.
5. ANNUAL MAILINGS:
 - A. Permanent Order Survey: 82" x 11", one or more sheets, stapled, folded, #10 window envelope, approximately 1500 addresses, one per address.

- B. FAA Aeronautical Chart Price List: 82" x 14", one sheet, prefolded, #10 plain envelope, approximately 2500 addresses, one or more copies per address.
 - C. NGA Aeronautical Chart Price List: 82" x 14", one sheet, prefolded, #10 plain envelope, approximately 450 addresses, one or more copies per address.
 - D. National Ocean Service (NOS) Nautical Chart Price List: 82" x 11", one sheet, prefolded, #10 plain envelope, approximately 1450 addresses, one or more copies per address.
 - E. NGA Nautical Price List: 82" x 14", one sheet, prefolded, #10 plain envelope, approximately 450 addresses, one or more copies per address.
6. OTHER MAILINGS:
- A. FAA Aeronautical Chart Catalog and Price List: 82" x 11", thirty two sheet booklet, with prefolded price list insert, envelope, bag or carton, approximately 15000 addresses, one or more per address.
 - B. NGA Aeronautical Chart Catalog and Price List: 82" x 11", thirty eight sheet booklet, with prefolded price list insert, envelope, bag, or carton, 450 addresses, one or more copies per address.
 - C. NOS Nautical Chart Catalogs and Price List: 6" x 10", up to four different catalogs, with prefolded price list insert, envelope or bag, approximately 1450 addresses, up to ten copies per address.
 - D. NGA Nautical Chart Catalogs and Price List: 82" x 11", up to nine different catalogs, prefolded price list insert, envelope, bag, carton, approximately 450 addresses, up to ten copies per address.
 - E. Obstruction Chart Letter: 82" x 11", one sheet, folded, #10 plain envelope, approximately 25 addresses, one per address.

Mailings which the Government will, in the future, transmit to the contractor electronically, and which the contractor will be required to print in formats specified by the Government from LASER or equivalent quality printers include but shall not be limited to:

- 1. DAILY MAILINGS:
 - A. Credit Memos: 82" x 11", one or more sheets, stapled, folded, #10 window envelope, up to 105 addresses.
 - B. Bill-to Invoices: 82" x 11", one or more sheets, stapled, folded, #10 window envelope, up to 50 addresses.
- 2. MONTHLY MAILINGS:
 - A. Agent Statement: 82" x 11", one or more sheets, plain white paper stapled, folded, #10 window envelope, approximately 3000 addresses.

- B. Subscription Renewal Notice: 82" x 11", one or more sheets, plain white paper, stapled, folded, #10 window envelope, approximately 3000 addresses.

2.17 CONTRACTOR REPORTING REQUIREMENTS

The contractor shall provide the COTR with periodic reports including but not limited to those listed below. Formats for the following reports will be provided to the contractor following contract award.

1. DAILY REPORTS.

- A. Receiving Reports, one to six sheets.
- B. Warehouse Denial Report, one to two sheets when required by stock outage.
- C. Shipping Manifest Reports, one or more sheets per carrier detailing daily shipping activities and costs by carrier, printout from manifesting systems.
- D. UPS and other carriers Daily Pickup Record, photocopy of sheet.
- E. Condemnation Reports one to five sheets, when required by activity.
- F. Inventory Reports, one to five sheets.
- G. Shipping Documents, one to four sheets, covering shipments picked up at the dock by NGA.
- H. Mailing Reports, one sheet per mailing.

2. WEEKLY REPORTS.

Shipping Manifest Reports, multiple sheets per carrier, detailing weekly shipping activities and costs by carrier, printout from manifesting systems.

3. MONTHLY REPORTS.

Summary Shipping Manifest Reports, one or two sheets per carrier, summarizing total packages, weight, and shipping cost by carrier, printout from manifesting systems.

4. QUARTERLY REPORTS.

Summary Shipping Manifest Reports, one to two sheets per carrier, summarizing total packages, weight, and shipping cost by carrier, printout from manifesting systems.

5. PERIODIC REPORTS.

Periodic Reports, one or more sheets.

2.18 SPECIAL HANDLING

Special handling requirements may include, but do not remain limited to:

1. Skid/pallet shipments requiring CBLs or Commerical Bill of Lading will require the contractor to FAX the weight and dimension of loaded skid(s)/pallet(s) to the Government and to hold the skid(s)/pallet(s) until the CBL can be provided to the contractor to accompany the shipment.
2. Skid/pallet shipments requiring NGA pickup at the dock will require the contractor to FAX a shipping document to NGA and to hold loaded skid(s)/pallet(s) until picked up by NGA.
3. The contractor will be required to prepare and ship items that are not stocked in inventory. This may include exhibits, special printings for Government agencies, etc.
4. The contractor will be required to record and provide the Government with shipping costs for selected shipments.
5. The contractor will be required to deliver small quantities of products and/or other material to the Distribution Division. These types of deliveries require explicit COTR acknowledgment at time of assignment and will be required for delivery the following workday morning, at the time material is picked up from the Distribution Division.
6. The contractor will be required to receive items, which are not cataloged or maintained in inventory. These items may be one or more items and may require shipping to one or more addressees. Items may be flat, folded, booklet, or otherwise. Shipping instructions will be provided by the Government and may be included with the items or provided upon notification of receipt.
7. From time to time the contractor will be required to prepare address or shipping labels for mailings too large to insert in #10 window envelopes or to ship non-inventory items.
8. The contractor will be required to insert price lists into catalogs for mailings.

2.19 DUPLICATE DIGITAL ITEMS

The contractor shall duplicate CD ROMs and DVD's of selected digital items to fill orders and provide a small stock of these items. The Government will provide the contractor with a master CD ROM/DVD and a "checksum" routine from which duplicates are to be made and checked to ensure exact duplication from master diskettes. The contractor shall run a "checksum" routine on every CD that is produced. This routine shall also be copied onto each duplicated diskette. Master CD ROMs shall be returned to the Government upon receipt of the next new edition masters. An estimated 67 hundred diskettes may be produced each year. Digital products presently include, but are not limited to:

1. DAICD - Digital Aeronautical Information CD ROM that is produced every 56 days. An estimated two CDs will be produced every 56 days.
2. ASMD - Airport Safety Modeling Data CD ROM that is produced annually. An estimated sixty will be produced.

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3. NFD - DVD produced at 28-day intervals. An estimated of sixty will be produced.

2.20 SUPPORT SERVICES

The contractor shall be required to provide necessary support services to receive, format, modify formats, and print ASCII or POST SCRIPT files that the Government will electronically transmit to the contractor via the Internet, and to gather, organize and electronically transmit shipping confirmation and package tracking information to the Government. Support services will also be required to print order invoices, shipping labels, and other documents from data contained in files transmitted to the contractor. The contractor will be required to print these items using LASER or equivalent quality printers, in print formats specified or approved by the Government.

2.21 PEAK WORK LOAD PERIODS

Peak workloads occur during alternate aeronautical chart cycles in the week of the shipping deadline. During this period the contractor will typically: pickup and receive new edition nautical chart items from the Reproduction Division; receive and store an estimated fifty five skids/pallets containing the complete inventory of FAA Instrument Chart items (produced, initially distributed, and delivered to the contractor's facility by Government printing contractors); receive selected cycle items produced and initially distributed by NGA; pickup and receive cycle items, including an estimated additional seventy items; fill and ship cycle orders, fill and ship daily orders; prepare skids/pallets for NGA pickup; prepare skid/pallet for CBL shipment; conduct inventories; complete mailings; and, condemn obsolete stocks of cycle or other items.

THE CONTRACTOR WILL BE REQUIRED TO MEET ALL DEADLINES, WITHOUT FAIL, FOR ALL ACTIVITIES DURING THIS PERIOD.

3. QUALITY CONTROL PROCEDURES

3.1 GOVERNMENT QUALITY ASSURANCE PROCEDURES

Government quality assurance procedures to be used by the Government shall include, but not remain limited to the following:

1. Monitor receiving activities for accuracy and timeliness, compliance with contract requirements, and adherence to contractor procedures for this activity.

2. Monitor fulfillment, packing, packaging, labeling, marking, and shipping activities for control of orders; accuracy of fulfillment; adequacy of packing, packaging, labeling, and marking; timeliness of shipment; accuracy and timeliness of shipment reporting; compliance with contract requirements; and adherence to contractor procedures for these activities.
3. Monitor inventory activities for accuracy and timeliness, compliance with contract requirements, and adherence to contractor procedures for this activity.
4. Monitor condemnation activities for timeliness and completeness, compliance with contract requirements, and adherence to contractor procedures for this activity.
5. Monitor report submissions for timeliness, accuracy, and completeness.
6. Monitor shipment confirmation and package tracking data for timeliness, accuracy, completeness, and adherence to shipping deadlines.
7. Monitor mailings for timeliness and completeness.
8. Monitor production of digital and paper products for accuracy and timeliness.

3.2 EVALUATION OF CONTRACTOR PERFORMANCE

There are several methods available to measure contractor performance. Five (5) general methods that the Government may elect to use to evaluate performance are: random sampling, planned sampling, 100 percent inspection, validated complaints, and unscheduled inspections.

One or more of these methods may be used, or additional methodology added in monitoring contract performance. The Government shall not be obligated to notify or identify to the contractor which method will be used, per measurement inquiry. However, the contractor will be informed of the Quality Standard being measured. Identification of Quality Standard measuring shall remain at the sole discretion of the COTR, and shall be done before any attempt will be made to implement contract deductions.

3.2.1 RANDOM SAMPLING

Surveillance based on random sampling is a quality assurance evaluation method designed to evaluate some part, but not all, of the contract requirement being monitored. This method based on statistical theory estimates the contractor's overall level of performance for a given contract requirement. Using random sampling, any occurrence of contract requirement is as likely to be evaluated as any other occurrence. With this type of surveillance, the contractor is unable to second guess which work functions are most likely to be evaluated. All functions of an item of work are assumed to be equally important. Random sampling should be considered where there is a large homogeneous population and 100 percent inspection is not required or feasible. Random sampling requires that an evaluation schedule be prepared prior to evaluation for those services that are scheduled. Surveillance of those outputs of service not scheduled is

based on samples drawn from accomplished work. Evaluations are conducted by the Government. Results are compared to performance standards to check for conformance.

3.2.2 PLANNED SAMPLING

Evaluation by planned sampling, like evaluation by random sampling, is designed to inspect some part but not all of the activities being monitored. Specific functions of contract requirements that are to be monitored are selected for evaluation prior to their scheduled accomplishment. Planned sampling differs from random sampling in the way in which samples are selected. Sample selection is based on some subjective rationale and sample size is usually arbitrarily determined. COTR plans based on planned sampling are useful when the contractor's performance in selected areas is poor. With this type of evaluation, the contractor knows that work performed in selected areas is more likely to be monitored than work in other areas, and the Government is able to direct efforts to those areas where sampling is most needed. Planned sampling, unlike random sampling, does not provide a means of making comparisons between observed contractor performance and true performance. When planned sampling is used, the contractor's overall level of performance cannot be determined. Planned sampling provides a systematic way of taking a subjective look at service outputs and for forming conclusions about the contractor's level of performance.

3.2.3 ONE HUNDRED PERCENT INSPECTION

One hundred percent inspection is the evaluation method that requires total or 100 percent inspection of a contract requirement. This approach is best suited for monitoring scheduled contract requirements that occur infrequently or are of great importance. It is an expensive and time-consuming method.

3.2.4 VALIDATED COMPLAINTS

Validated complaints are a quality assurance method based on customer awareness and feedback. Customers familiar with service requirements monitor the services provided by the contractor. When there is a case of poor performance, the COTR is notified. Then the COTR investigates the report and, if it is found to be valid, documents it.

The number of complaints and resulting inspections is dependent upon customers. This method requires good public relations between the Government and customers. COTR inspections based on customer complaints cannot be scheduled prior to work accomplishment. This method should be supplemented with other surveillance techniques.

3.2.5 UNSCHEDULED INSPECTION

Unscheduled inspection consists of impromptu evaluations of contract requirements whenever the COTR deems an inspection to be appropriate. This method is very similar to planned sampling. The major exception is the omission of a preplanned schedule. This type of evaluation should only be used to spot check or to support other evaluation methods.